

Store Walk Summary : District Manager Pharmacy FY16

13670 - Levi Santiago,MGR

Participant : Melissa May/Rae Yamane
Auditor Role : Store Manager
Auditor Department : District
Response Date : Sat 07/09/2016 09:00 Central Daylight Time

| Questionnaire | Sat 07/09/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Grad Intern Starting FDF will have to find hours for Grad Interns NTT Calls LTR Calls Shrink Binder RX ADjustment report Par Binder Reports now rolling 30 days. MWMV | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Store was excited about the Champion of Champions as they had many entries. Store team had been on their own engagement outing. | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | consistent | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | Caplial Improvement projects and communication-overbooking-not BSF-burden on store with one overnight project one week and another overnight project the next week. Trying to get them to overlap and it is almost impossible. Difficult to find last minute overnight coverage for two | 0.00/0.00 | 0.00 |

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

WAG-MDL-03102

Admitted: 06/13/2022

| | weeks. | | |
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| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | |
| Add necessary GROW coaching comments below | | | |
| | Last Visit Next Steps | | |
| | STARS events must all be reviewed-Dating back to 09/15 Should be completed within seven days. | | |
| | Set up secondary Pulse owners | | |
| Q19 | Enter in Champion-of Champion-team members discussed- Call-ER regarding no-show-staff Rph | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | |
| Add necessary GROW coaching comments below | | | |
| | Champion-of Champions-Focus-with Leaders- encouraging all of their team members to nominate someone they know deserving | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! | | | |
| Q20 | Losing a full time tech to pharmacy school. Currently upskilling a new hire. | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | (3) Achieving Expectations | | |
| | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| <ul style="list-style-type: none"> in what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? | | | |

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| Q21 | <ul style="list-style-type: none"> In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <ul style="list-style-type: none"> organized Product off of floor and 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 |
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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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| Q77 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Improved | <p>Rx CNO has improved greatly under new Rxm. Need to keep moving forward. Trying to get different rx shelves as old Rite Aid shelves are not stable or BSF as bottle fallover too easily.</p> | 0.00/0.00 | 0.00 |
|-----|---|----------|--|-----------|------|

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

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| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>NTT calls - how to take care of teh NTT patient when Rxm is not working that day. How to engage staff and relief to ensure follow through.</p> <p>Work with team to take care of specialty customer and train to scan script and go through resolution center.</p> | 0.00/0.00 | 0.00 |
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| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

- In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?
- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
 - Are pharmacy price modifies reviewed and addressed appropriately? Is the store using

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| Q24 | <p>ACOB billing when appropriate to avoid RX price modifies?</p> <ul style="list-style-type: none"> • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Consistent
C-II Cabinet locked and the key controlled by a pharmacist
CII drugs being promptly returned to cabinet after prescription filled.
Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
Door combination different than other doors in the store.
No food or drink in the pharmacy refrigerator.
No jackets, purses or backpacks etc.

Add necessary GROW coaching comments below

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| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
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Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

- Product off of floor and clear path to all fire

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| | | <ul style="list-style-type: none"> 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | | |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| Q78 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Pharmacy Quality | Work on consistency with all team members and not only when Rxm is on duty. One Team. Consistent Rx Smart Counts | 0.00/0.00 | 0.00 |
| Q26 | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all Internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | 0.00/0.00 | 0.00 |
| Q79 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Q28 | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| Q27 | Add necessary GROW coaching comments below Potential questions / areas of focus to assess HCC include, but not limited to: How are team members greeting patients in HCC area and offering assistance? <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |

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| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |

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| Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | |
| Engagement, Experience, Execution and Efficiency Review | | |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 0.00 |
| RxM Core Competencies | | |
| Pharmacy Manager Core Competencies | | |
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events, leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| 1:1 Meetings | | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | |
| Benefits, Concerns and next Steps. | | |
| Clarification on Grad Intern process and FDF's going forward and | | |

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| Q89 | List the key benefits from the perspective of the manager | <p>how to schedule and charge hours.</p> <p>Smart Count during Rx inventory clarification</p> <p>Working on efficiencies and label timing and having the tech own it.</p> | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | <p>H2 work with the team to get reliefs' and staff to the same level as Rxm.</p> <p>Grad Intern and finding hours for him</p> <p>90 Days-Team members were not aware that they have to put Y or N in the indicator. Focus on the partimers and relief.</p> | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>STARS events must all be reviewed-Dating back to 09/15 Should be completed within seven days.</p> <p>Double sided name tags please for all team members.</p> <p>Set up secondary Pulse owners NTT calls - how to take care of the NTT patient when Rxm is not working that day. How to engage staff and relief to ensure follow through.</p> <p>Work with team to take care of specialty customer and train to scan script and go through resolution center.</p> <p>Updated Pulse poster and frame it so it can be wiped off easily. Updated store pulse tracker.</p> <p>Clean ledge by Newspaper rack (window) Office-CNO Hold two pulse meetings if necessary to include Rx team members. Mini pulse or mini weekend pulse as needed to get them to work together and on the same page. Continue doing PSTB's and/or working the bones from previous PSTB's-</p> | 0.00/0.00 | 0.00 |

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continuous
improvement.
Consider more
measure
owners. More
involvement can
mean more
engagement.
Follow up Rx
Smart Count
Ensure on
boarding process
and checklist is
being followed
with Grad Intern.

Store Walk Summary : District Manager Pharmacy FY16

03475 - Gordon Fung,MGR

Participant : Melissa May/Lisa
Auditor Role : Store Manager
Auditor Department : District
Response Date : Mon 07/11/2016 16:00 Central Daylight Time

| Questionnaire | Mon 07/11/2016 16:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

90 Day and importance of verbiage
 "Would you like me to fill your script for 90 days if your scrip and plans allows it?"
 90 Day indicator-
 What are the barriers to your team not asking all your patients?
PTCB Class
 CSA and SFL are interested in attending
 They can go on their own time if they want
 How to calculate NPS scores-
 Measure Owners Scan Out Execution
 Text messaging Effective 7/1/16,
 the minimum wage for the city of San Francisco will increase to \$13.00 per hour.
 Double check please
 that drug diversion and pharmacy losses can be identified through AP Dashboard RX metrics and Store Reports. Use the following tools to identify and mitigate drug diversion:

- Store Exception report -- SIMS: Rx Negatively Adjusted/Received vs Sold (updated weekly)
 AP Dashboard - HRxD (High Risk Drugs) (updated weekly)
 Significant negative adjustments (e.g., Smart count, Partial Fills) require

Confidential

1

| | | | | |
|-----|---|--|-----------|------|
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | follow-up. Negative adjustment s should be investigate d to determine the cause. Contact Asset Protection when there is a pattern of negative adjustment s, any large unexplaine d negative adjustment, or a suspicion of drug diversion, Prescriptio n Price Modifies and refunds may cause pharmacy losses; use the following tools to identify these losses: Store Cash Report -- Price Modify and Refunds details (printed daily) AP Dashboard -- High Risk Price Modifies and Refunds (updated weekly). Monitoring prescriptio n price modifies and refunds can help identify theft, procedural issues, and training opportuniti es that contribute to loss. CMR/MTM | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

| | | |
|--------------------------|-----------|------|
| Overall Store Assessment | 0.00/0.00 | 0.00 |
| Team Member Engagement | 0.00/0.00 | 0.00 |

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work?

MWMV Survey

Confidential

Q15

- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

and encouraging team membes to take it.

0.00/0.00 0.00

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

Customer Care

0.00/0.00 0.00

Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

(4)

IC3 was not being called as needed.
Great service observed in cosmetics
Team members on the sales floor are too task oriented.

0.00/0.00 0.00

Q76 Over the course of the last several visits, how has the rating changed?

Remains a development opportunity

H2 find the barriers to the team understanding that the customer is the #1 focus. Period. No exceptions. All else needs to wait.
How do we change that behavior?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Objectives and Discussion with SM

0.00/0.00 0.00

District Update

0.00/0.00 0.00

Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:

Q17

- What would you like to accomplish during today's visit?
- What questions do you have for me? What questions do you have on the recent district update or area wrap up?
- Discuss handling of customer/patient complaints
- What challenges/areas of concern can I provide additional guidance for during the visit?

Tech support relief
Designated hitters

0.00/0.00 0.00

Follow-Ups from Previous Visits

0.00/0.00 0.00

Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)

Q18

- How is the store progressing? If not, understand why.
- What are some next steps?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Last Visits next steps
SM not available to check off
RX TM needs to ensure that all the PDR information, next steps is cascaded to the entire RX team each and Pulse every .
Lisa/Patti 06/30

RX team needs to be more aware of stats on a day to day basis.
Post Pulse in Rx and speak to whenever possible for engagement of all team members but focus is on unengaged team members.
Gordon/Lisa/Patti

Rotate Pulse dates to ensure being able to include and expose all team members.
Gordon/ Lisa 06/30

SM will commit to

| | | | |
|---------------------------------------|--|---|------------------------------|
| <p>Q19</p> | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>Rxm & ASM to set a time to talk to Rx team members at least once per month. Gordon 06/30</p> <p>Target non engaged Rx team members by inviting them to Pulse meetings. 06/30 Keep rotation so it is less frequent with Rx team members. Currently, RX team members are rotating weekly. Gordon/Patti/Lisa 06/30</p> <p>Targets needs to be raised as they are green and have been green. Gordon/Lisa w/Team deciding. Next Pulse</p> <p>Try buddy plan in Rx. Pair up team members Patti/Gordon 06/30</p> <p>Give them service bucks to engage them with targets and focus with pharmacy. Gordon/Patti 06/30</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Workforce Planning</p> | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>Stable workforce Current SM is transitioning off manpower stretch assignment and will be taking on Payroll adoption/immunizations Med D</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> | <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <p>(4)</p> <p>Rx was in great condition CNO Drive time was completely under control. Techs were very attentive to patients and line was moving.</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q21</p> | <p>Q21</p> | <p>Q21</p> | <p>Q21</p> |

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Consistent 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

Q25

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the

0.00/0.00 0.00

- pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
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- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Q93 (4) Consistent 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78 Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 (2) 0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 Remains a development opportunity 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

All STARS must be reviewed within seven days of the event

Peer reviews must be read and signed off please by all team members and anyone who works in the pharmacy.

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

| | | | | |
|-----|--|-----------------------------------|-----------|------|
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services | | 0.00/0.00 | 0.00 |

Confidential

7

- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- What are the actionable items you will drive in the upcoming weeks?
 - What did you get out of the visit today?
- Q64 • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

BTS meningitis and Tdap.

0.00/0.00 0.00

Document your conversation in the comment box below.

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM

Engaged and experienced team.

0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM

Rx support from SM & ASM

0.00/0.00 0.00

Tech support relief

Q67 List key focus areas discussed with the SM/RXM

FPE

0.00/0.00 0.00

MWMV

Performance

Reviews

RxM Core Competencies

0.00/0.00 0.00

Pharmacy Manager Core Competencies

0.00/0.00 0.00

Operations/Business Leadership

- Q69
- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

0.00/0.00 0.00

Document your conversation in the comment box below.

People Leadership

- Q70
- 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

Document your conversation in the comment box below.

Strategic Leadership

- Q71
- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
 - Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

0.00/0.00 0.00

Document your conversation in the comment box below.

Customer Leadership

- Q72
- Anticipates and responds to customer needs.
 - Maintains ethical boundaries and confidentiality in all internal and external customer interactions.

0.00/0.00 0.00

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

- Q73
- 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

Document your conversation in the comment box below.

Functional Competency

- Q74
- Counsels Patients Effectively
 - Maintains Pharmacy Expertise
 - Manages Time Effectively

0.00/0.00 0.00

Document your conversation in the comment box below.

1:1 Coaching/Feedback session with Store Leadership

0.00/0.00 0.00

1:1 Meetings

0.00/0.00 0.00

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

- Q75
- How are you identifying your top talent?
 - In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences)
 - What challenges are you having with your low performers?
 - In what ways are you using GROW to coach low performers?
 - How are you using the discipline processes to performance manage low performers?
 - How is the SM progressing against his/her developmental goals?
 - Discuss career aspirations and how SM and DM can help in achieving those goals.
 - Discuss how the SM is recognizing Pharmacy team members
 - Discuss with the SM about his/her weekly meetings with the RxM
 - Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

0.00/0.00 0.00

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |

Store Manager to work in RX first thing every morning and man the in/out window to support Rx. Store Manager to work with Rxm on deciding which time are best for SM to come and support his Rx by covering the in/out window so techs can focus on filling to build a cushion for the day and drive time. Point is not to wait until IC3 is called. This is proactive help and support Full Box and Field Transformation. H2 train team members to put away ABC order daily so techs can focus on filling and patient care. H2 find the barriers to the team understanding that the customer is the #1 focus. Period. No exceptions. All else needs to wait. H2 change that behavior?

| | | |
|---|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
|---|-----------|------|

Work to eliminate merchandise on the supers with focus on the front aisles. Inventory project should help with this going forward. FPE-ensure completion of open period and updating all departments

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Bonnie
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Mon 07/11/2016 14:45 Central Daylight Time

| Questionnaire | Mon 07/11/2016 14:45 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | Attend Pulse Meeting with TMs Provide feedback on Pulse Observe sustainability of Frontier movement Find Rx staff involvement in weekly Pulse | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| Q15 | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | Attended 5MM prior to Pulse Good conversations with management and TMs | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Feedback on Pulse B's and C's of Pulse | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Q22 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Q23 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include,

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but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
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Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
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Over the course of the last several visits, how has the rating changed?

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| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

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| Pharmacy Quality | 0.00/0.00 | 0.00 |
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Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store

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| | management? What was the last peer review topic? Was it written effectively? | | |
| Q26 | <ul style="list-style-type: none"> Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |

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| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |

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Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

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| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
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Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

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| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
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| Q89 List the key benefits from the perspective of the manager | Involvement of different TMs in FE and Rx Good next steps Good to see ASM leading and facilitating | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | Recycling program issues are becoming a safety concern Have the Pulse Measure owners involved and presenting on their measure. Have the TMs speak up with suggestions for next step. Facilitator to ask them directly by name to get some suggestions. When topics are off the Pulse, parking lot them to address at a later time. Let the TMs speak first before management joins in with solutions. | 0.00/0.00 | 0.00 |
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| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | Inform all TMs on recycling program best practices Inform all TMs to promote BTS immunizations Management to encourage TMs to take the engagement survey in 5MM | 0.00/0.00 | 0.00 |
|---|---|-----------|------|

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Suggestive Sell
program: use
competition of
TMs to help drive
sales

Store Walk Summary : District Manager Pharmacy FY16

13669 - JOE LI,MGR

Participant : Ibrahim K Bilal, Albert, Joe
Auditor Role :
Auditor Department : District
Response Date : Wed 07/13/2016 13:00 Central Daylight Time

| Questionnaire | Wed 07/13/2016 13:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -Equipp -PHIGs manpower -Pulse and relating it to scorecards -Feedback on CF in regards to floaters | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | PHIG hiring status and hours charged. | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |

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Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

The pharmacy is assigned to train rx interns and using them cover shifts.
The RXM ensuring to stay within budget by working with his store manager to control both Front End and Rx budgets are fully adopted.

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Albert is running cno pharmacy and training his team to stay on top of the cno.

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Improved

Cleaned and clear bulky scripts off the floor and assigned shelving to accommodate.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Discussed the NTT, LTR, VBPT, and statin drug on equipm.

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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|-------------------|---|--|----------------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>Good improvement last month on driving 90 days 76% on NTT week 7/8 100% on LTR week 7/8 61% on RTS week 7/9</p> | 0.00/0.00 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | |
| Asset Protection: | <p>Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> | | 0.00/0.00 0.00 |
| | <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | |
| Q24 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C-II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | 0.00/0.00 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | |
| Rx Integrity: | <p>Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> | | 0.00/0.00 0.00 |
| | <p>Potential questions include, but are not limited to:</p> | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | |
| | <p>Potential questions include, but are not limited to:</p> | | |

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | 0.00/0.00 | 0.00 |
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| | Pharmacy Quality | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| Q79 | <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Q27 | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | 0.00/0.00 | 0.00 |

Discussed on how to drive HIV med. The pharmacy is no assigned. The store might have opportunities on looking into reaching out community centers and Dr detailing to capture more scripts on HIV and specialty scripts. discussed the training issue with new hire and phig on handling specialty scripl. Specialty cash out 44%

| | | | |
|--|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.</p> <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | 0.00/0.00 | 0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services | 0.00/0.00 | 0.00 |

The pharmacy manager is driving frontier behavior among his staff. The pharmacy condition is cno. The outreach is progressing and working on with store leader. continue driving improvements on adherence call and cross train on specialty scripts process.

opportunity on working on MED D scripts.

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- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- What are the actionable items you will drive in the upcoming weeks?
 - What did you get out of the visit today?
- Q64 • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

The Rxm is motivated on driving performance in the pharmacy. Focus points are the waiting % and call list.

0.00/0.00 0.00

Document your conversation in the comment box below.

Focusing to driving 90 days last month 3.1 vs target 3.5.

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM

RXM willing to adapt to frontier behavior and driving the metrics through his people behavior. Passionate on patient care CNO in the pharmacy Driving Med D Continue improvement on 90 days

0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM

Continue driving the behavior on completing the adherence call list including communicating with floaters.

0.00/0.00 0.00

Q67 List key focus areas discussed with the SM/RXM

Driving pharmacy operation and patient care. NTT, LTR, VBPT Driving the pulse and come out with more next steps to achieve targets

0.00/0.00 0.00

RxM Core Competencies

0.00/0.00 0.00

Pharmacy Manager Core Competencies

0.00/0.00 0.00

Operations/Business Leadership

- Q69
- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

0.00/0.00 0.00

Document your conversation in the comment box below.

People Leadership

- Q70
- 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

Document your conversation in the comment box below.

Strategic Leadership

- Q71
- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
 - Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

0.00/0.00 0.00

Document your conversation in the comment box below.

Customer Leadership

- Q72
- Anticipates and responds to customer needs.
 - Maintains ethical boundaries and confidentiality in all internal and external customer interactions.

0.00/0.00 0.00

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

- Q73
- 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

Document your conversation in the comment box below.

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Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | |
|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
|--|-----------|------|

| | | |
|--------------|-----------|------|
| 1:1 Meetings | 0.00/0.00 | 0.00 |
|--------------|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

discussed the equip site discussed to lead the district by choosing topics to share during HCS meeting discussed to give feedback in regards the floater rph.

Add necessary GROW coaching comments below

| | | |
|-----------------------------------|-----------|------|
| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
|-----------------------------------|-----------|------|

| | | |
|------------------------------------|-----------|------|
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
|------------------------------------|-----------|------|

| | | | |
|---|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Knowing what drive and focus on patient care

| | | | |
|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

IWIK how manage the interns hours

| | | | |
|---|--|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

To connect with floaters home store to give feedback
Examine the equip med and look for opportunities. Dm will share again during next walk
New store leader for the store.
Work on payroll adoption

Store Walk Summary : District Manager Pharmacy FY16

02005 - Shu B Guan,MGR

Participant : Melissa Mey/Jun/Pure
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 07/14/2016 09:00 Central Daylight Time

| Questionnaire | Thu 07/14/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | New waiter goal is 40% Waiter Pilot VBPT 90 Day MWMV Shrink Binder \$13.00 Minimum Wage and Signage NPS/Measuer Owners and calculations weekly with the Pulse Specialty-Resolution Center Shrink Binder | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | MWMV During 5 minute meeting Rxm was praising a tech who had her name mentioned in the receipt survey. Patient was exceptionally happy with the help and service received. | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping | | |

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|-----|--|---|----------------|
| | experience | | |
| | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Nice service observed today | 0.00/0.00 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | 0.00/0.00 0.00 |
| | Objectives and Discussion with SM | | 0.00/0.00 0.00 |
| | District Update | | 0.00/0.00 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Concerns regarding no ASM. Hard for in the store with just SFL's H2 get 100% on depts scanned and scan outs | 0.00/0.00 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand | | |

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consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)

Q18 • How is the store progressing? If not, understand why. 0.00/0.00 0.00
 • What are some next steps?

Add necessary GROW coaching comments below

Previous months next steps SM on PTO cannot confirm completion

Inform new RX cashier-cannot fill until CA Licensed Watch and work together to learn new FPE video from In the Loop Critical to be open and honest on SFL's performance reviews as well as RPH Work with Jennifer on people skills and perception Work with James on owning it and what he can do/delegation & engagement skills

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19 • Agree upon next steps 0.00/0.00 0.00
 • Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

Work with new RX cashier to multi task Email Jennifer Kurrie on newspaper racks Empty shelf in promo? Lactose Free Breyers Ice Cream for customer-send DM info to escalate Order and Three Twins Email DM regarding Artic Express not showing up. Open up ticket for rollers Have conversations regarding communication and working as a team with SFL's

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Long term CSA retiring shortly. Will be hard to replace. Interviewing a 2 year CSA who wants to transfer from Antioch. Appears to be a good candidate.

Q20 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Training a new tech. Was able to get some FDF hours to cover training

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

(3) Achieving

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3

Expectations

- Waiting area clean
- In/out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the ask your pharmacist section
- All signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- Q21
- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
 - In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
 - Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
 - Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
 - Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
 - Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
 - Is the sharp container stored inside the pharmacy when not in use?

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

- Q77
- If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

Must continue to work on CNO in Rx

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- Q22
- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 - In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
 - In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Great consistent follow through with patients on NTT calls .

0.00/0.00 0.00

Focus on the new VBPT goal of 40%

In what ways is the pharmacy following proper inventory control procedures, including:

- Q23
- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 - Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 - Has the Rx Smart Count been completed for each of the last seven days?
 - Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 - Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 - Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 - Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 - Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 - Is the store completing bin reconciliation? (expectation is one per week)
 - Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Return to Stock Call List-good follow through

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

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|-----|---|------------|-----------|------|
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | 0.00/0.00 | 0.00 |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CIJ drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area
- No product

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|--|--|---|--|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> in prohibited areas Refrigerator is free of unauthorized product (food/drink) and is clean Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | Nice improvements on CNO. | 0.00/0.00 | 0.00 |
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | <p>Please continue to move forward with CNO</p> <p>Stay current on paperwork. No need to keep it if it is outdated</p> | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | Unreviewed STARS events | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | | 0.00/0.00 | 0.00 |
| Q27 | <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | | 0.00/0.00 | 0.00 |
| Q85 | <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | | 0.00/0.00 | 0.00 |

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| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | |
| SM needs to help and support RXM more in the following: | | | | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>(2)</p> | <ul style="list-style-type: none"> 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 <p>Cannot depend solely on the high performing RXM. Need to work on your own development.</p> | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Schedule time in RX to upskill and support the pharmacy. | | | | |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>(2)</p> | <p>Focus on merchandising for the small space as it is not being maximized. For example, one item on a sidepanel when there should be a minimum of three with such a small sized store</p> | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the | | | | |

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| | reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | Great job on follow through with NTT calls, MTM and CMR | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | Thank you for already having five clinics scheduled and two more pending | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | New waiter goal of 40% | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Driven and very motivated Rxm. | 0.00/0.00 | 0.00 |
| | | New 40% waiter goal Upskilling newly hired tech | | |
| Q66 | List store opportunities discussed with the SM/RXM | Scripts in bins past 10 days-please be sure they are coming to pick up. | 0.00/0.00 | 0.00 |
| | | SFSU Pre Physicians Assitant Dept wanting Pure to go to their Health faire Day Need support from the manager as Rxm is trying to turn this into a immunization event or at a minimum schedule appts for furture Idap or meningitis vaccinations sinc e it is at SFSU. | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | | |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| | <ul style="list-style-type: none"> 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 |
| Q70 | | | | |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Q71 | | | | |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer | | | |

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| Q72 | <ul style="list-style-type: none"> interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. | 0.00/0.00 | 0.00 |
| Q73 | <ul style="list-style-type: none"> Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| Q74 | <p>Document your conversation in the comment box below.</p> <p>1:1 Coaching/Feedback session with Store Leadership</p> | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | <p>Review and list Follow-up items and agreed upon next steps to address in the following visits</p> <p>Waiter goal now 40% Peer review must be reviewed by all Rx team members and FE team members who work in Rx. Work with Rxm on district MTM and CMR as it is he stretch assignment for the area. \$13.00 minimum wage law sign was not up.I used my own sign Expense items cannot only have 1506 written on them. They must have the green expense label signed off by leadership on the item. Ensure scripts older than 10 days are pulled and /or called.</p> | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04275 - ,MGR

Participant : Ibrahim K Bilal, Wen& shirley
Auditor Role :
Auditor Department : District
Response Date : Mon 07/18/2016 12:00 Central Daylight Time

| Questionnaire | Mon 07/18/2016 12:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Frontier call-list,ntf, ltr, rts, and waiters | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | -During my visit: The engagment in the pharmacy is high. The store leader is engaged with RXM | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and behavior | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>(e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Demonstrates an appreciation for customers through communications and behavior. | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | Pharmacy manager behavior changed after involved with the PDR. | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | RXM wanted to share the Aexpress script auditor visit with DM | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? Add necessary GROW coaching comments below | Pharmacy initiatives Follow up with HCS wrap up meeting. We see more patients use the discount card. Good Rx(MDiPT input code) recently to cover the medication not covered by their regular insurance. 2. We haven't processe | | 0.00/0.00 | 0.00 |

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|-----|--|--|-----------|------|
| | | d anything under WPB input Code at this store. | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | Continue driving Frontier behavior | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | Continue on driving waiters percent through behavior and communication with customers. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Discussed Monday challenges in the pharmacy. The pharmacy is closed on weekends. Discussed how can district and store leadership support the pharmacy during busy time | 0.00/0.00 | 0.00 |
| Q20 | | | | |
| | Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| | Add necessary GROW coaching comments below | | | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

| | | | | |
|-----|---|--|-----------|------|
| | | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | 0.00/0.00 | 0.00 |
| Q21 | | | | |
| | Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |

| | | | | |
|-----|--|---|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | During the visit: Pharmacy techs Eva and Ivy were as team. Discussed VBPT. currently the store 91%. Discussed how can we drive waiters? Currently the store is at 18% | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Discussed the RTS and the store currency at 56% | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | No issue. All secured | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing Training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the | | 0.00/0.00 | 0.00 |

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- pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Q93 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

| | | | |
|--|--|-----------|------|
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| (3) Achieving Expectations | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Improved | |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| The RXM is improving on frontier behavior and voicing herself, by sharing information and providing more feedback. | | | |
| (3) Achieving Expectations | | | |

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| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | <p>The store leader and pharmacy manager executing on the outreach list that was provided by area lead. So far the store locked one offsite. The rest the business that were called, still pending to follow up with.</p> | 0.00/0.00 0.00 |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 0.00 |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | <p>Continue driving Waiters by changing the verbiage. " I will be getting your script in less than 15 minutes "</p> | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Well engaged staff | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Driving waiters and have customers wait | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Continue driving the NTT LTR Increasing RTS | 0.00/0.00 0.00 |
| | RxM Core Competencies | | 0.00/0.00 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 0.00 |

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| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 | |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 | |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 | |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 | |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counseils Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 | |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | |
| | | 0.00/0.00 0.00 | |
| 1:1 Meetings | | | |
| | | 0.00/0.00 0.00 | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | <p>The SM is recognizing Pharmacy team members during Pulse</p> <p>The SM about weekly meetings with the RxM discussing the pulse</p> | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | | |
| | | 0.00/0.00 0.00 | |
| Benefits, Concerns and next Steps. | | | |
| | | 0.00/0.00 0.00 | |
| Q89 | List the key benefits from the perspective of the manager | -Good discussion with limited time -The audit went very smooth | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | none | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Follow up with pharmacy verbiage and check the impact on waiters | 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04558 - Rosanna Kwong,MGR

Participant : Ronda J Lowe, Marilyn
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Mon 07/18/2016 08:00 Central Daylight Time

| Questionnaire | Mon 07/18/2016 08:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Rx Smart Count BTS immunizations Equipp Score Flu off sites New staff RPH | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | BTS immunizations | 0.00/0.00 | 0.00 |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | BTS RPH staffing Answers from HCS's last visit | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

| | | | |
|-----|----------------------------|-----------|------|
| Q20 | Fully staffed at this time | 0.00/0.00 | 0.00 |
|-----|----------------------------|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--------------------------------|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
|--------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

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|-----|-----|-----------|------|
| Q21 | (4) | 0.00/0.00 | 0.00 |
|-----|-----|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

| | | | |
|-----|--|-----------|------|
| Q22 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

| | | | |
|-----|-----------------------------------|-----------|------|
| Q23 | Marilyn: review EQUIPP with staff | 0.00/0.00 | 0.00 |
|-----|-----------------------------------|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using

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| | | | |
|-----|--|-----------|------|
| Q24 | <p>ACOB billing when appropriate to avoid RX price modifies?</p> <ul style="list-style-type: none"> • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

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|--|-----------|------|
| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(5) Outstanding

| | | | |
|-----|--|-----------|------|
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <ul style="list-style-type: none"> • Will pass all inspections (Fire, Steritech, etc.) • No slaging or stock bottles in the fill area • All inventory procedures are being followed (no exceptions) • Deletes are | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|--|---|-----------|------|
| | completed daily | | |
| | <ul style="list-style-type: none"> Bin reconciliation is completed consistently | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q78 | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | (5) Outstanding | | |
| | <ul style="list-style-type: none"> All STARS cases are complete and reviewed All peer reviews are completed and reviewed by all Rx team members All team members are having quality conversations with patients all of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| Q26 | Consistent | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q79 | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | |
| Q28 | Review specialty cash out with staff | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| Q27 | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Q85 | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| Q86 | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- introduction of services to team members.

Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVe Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

Q30 0.00/0.00 0.00

- is the SM able to effectively connect operational processes with key financial and performance metrics?
- is financial acumen a development opportunity for store leadership?

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32 0.00/0.00 0.00

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
- Best item best store and Top 50 reports
- Department trend report and Front end sales driver

Add necessary GROW coaching comments below

(5) Outstanding

- Routinely meeting or exceeding immunization goals including actively seeking off sites
- Adherence calls (7-day and NTT) made on a daily basis.
- Consistent quality execution of NTT face to face consultations
- Sell 45% or more of RX return stock list
- Aggressively seeks and effectively completes off site programs (Med D and immunizations, etc).
- Specifically targets and offers secondary services effectively.

Q33 0.00/0.00 0.00

Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q80 Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Q34 (4) 0.00/0.00 0.00

Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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|--|--|------------------|-----------|------|
| Q81 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | |
| Q82 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Review of EQUIPP | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |

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| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? | | |
| Q75 | <ul style="list-style-type: none"> • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | | New info on EQUIPP |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| | | | Staffing of staff RPH |
| | | | RxM: to review equip with staff |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| | | | RxM to review NTT, LTR, compass, smart count with staff |

Store Walk Summary : District Manager Pharmacy FY16

00890 - Steven Jeung,MGR

Participant : Ibrahim K Bilal, Steve, Tranyce
Auditor Role :
Auditor Department : District
Response Date : Thu 07/14/2016 09:00 Central Daylight Time

| Questionnaire | Thu 07/14/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | HCS District Walk: Focus on % waiters, adherence, outreach, and My Voice Survey | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | The big focus of this HCS District walk was to get team members' feedback on My Voice Survey. Andy and I want to ensure that team members are given time on the clock to do the survey so that they can voice themselves. | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers | | |

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| | | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>The purpose of the visit is to tie service with % waiters so as to provide good customer service and to ensure that the pharmacy staff is using the correct verbiage to help make things BSF. RX NPS has been improving, but still needs to work towards achieving year end target.</p> | <p>0.00/0.00 0.00</p> |
| Q16 | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |
| Q76 | <p>Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Improved</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Objectives and Discussion with SM</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>District Update</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Focus on NTT and outreach to improve immunizations and grow 90 days Need to focus on % waiters</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Follow-Ups from Previous Visits</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | <p>-New store manager transferred in due to retirement of Mike; will work with Steve on owning full box</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | <p>0.00/0.00</p> | <p>0.00</p> |

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Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

Q20

-awaiting for new pharmacy manager

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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 pulled away and secured properly
- Drive thru area is CNO

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Improved

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

-peer review is posted prior to the 15th of the

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| | | | | |
|-----|---|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | month -no recent IPSP -have opportunity for NTT. Currently at 72% -have opportunity for % waiters. Currently at 14.4% | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

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|-----|--|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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|-----|--|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | |
|-----|---|--|-----------|------|
| Q84 | <ul style="list-style-type: none"> C-II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | <p>need to review rx quality site on a monthly basis and have conversations with team</p> | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

(3) Achieving Expectations

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|-----|--|---|-----------|------|
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

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|-----|--|----------|-----------|------|
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Improved | 0.00/0.00 | 0.00 |
|-----|--|----------|-----------|------|

| | | | | |
|------------------|--|--|-----------|------|
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
|------------------|--|--|-----------|------|

(3) Achieving Expectations

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|-----|---|--|---|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team | peer review done and stars cases are complete | 0.00/0.00 | 0.00 |
|-----|---|--|---|-----------|------|

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|--|---|--|--|--|
| | <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |
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members are having quality conversations some of the time

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|-----|--|--------------------------------|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | This pharmacy is a HIV center. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

(3) Achieving

| | | Expectations | | |
|--|--|---|---|----------------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | up in 90 days; store is a little better than target for 90 days | 0.00/0.00 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | | 0.00/0.00 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | FE sales is -2.3% vs target of .07% | 0.00/0.00 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | | 0.00/0.00 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | | | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -New manager is driving NPS | | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | -need to secure offsites and work on % waiters | | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | | 0.00/0.00 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | | 0.00/0.00 0.00 |

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Document your conversation in the comment box below.

People Leadership

| | | | |
|-----|--|-----------|------|
| Q70 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Strategic Leadership

| | | | |
|-----|---|-----------|------|
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

| | | | |
|-----|---|-----------|------|
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

| | | |
|--------------|-----------|------|
| 1:1 Meetings | 0.00/0.00 | 0.00 |
|--------------|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|-----------------------------------|-----------|------|
| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
|-----------------------------------|-----------|------|

| | | |
|------------------------------------|-----------|------|
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
|------------------------------------|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

getting perspective from HCS

| | | | |
|-----|--|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

-work on getting pharmacy manager staffed in store
-explore dwb and mIm opportunities
-work on increasing % waiters

Store Walk Summary : District Manager Pharmacy FY16

01283 - Steven Xu,MGR

Participant : Ibrahim K Bilal, Andy, Chi, Steven
Auditor Role :
Auditor Department : District
Response Date : Thu 07/14/2016 10:00 Central Daylight Time

| Questionnaire | Thu 07/14/2016 10:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | HCS District Walk: Focus was on % waiters, adherence, outreach, and My Voice | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Big focus of the HCS walk was getting team members' feedback on My Voice survey. We discussed giving team members' time while on the clock to do the survey and voice themselves. | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers | | |

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | Tie % waiters into service by using the correct verbiage to help make things BSF RX NPS is 73.3% vs year end target of 72.3% | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

Q20 no issues at time of walk 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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 pulled away and secured properly
- Drive thru area is CNO

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-

| | | | | |
|-----|---|---|-----------|------|
| Q22 | <p>window, and fill station procedures</p> <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | NTT not to total and % waiters need attention | 0.00/0.00 | 0.00 |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> <p>In what ways are proper security procedures being followed in the pharmacy, including:</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 | |
| Q24 | <ul style="list-style-type: none"> Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> <p>In what ways are proper security procedures being followed in the pharmacy, including:</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 | |
| Q84 | <ul style="list-style-type: none"> Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. <p>Add necessary GROW coaching comments below</p> <p>Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? <p>Add necessary GROW coaching comments below</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith | 0.00/0.00 | 0.00 | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? <p>Add necessary GROW coaching comments below</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith | 0.00/0.00 | 0.00 | |

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| | Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

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|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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|-----|---|------------|-----------|------|
| Q78 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM why the rating was given and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality

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|-----|---|--|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | No IPSP as of late and peer review was done prior to the 15th of the month | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

conversations some of the time

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|---|--|------------|--|-----------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 90 days adjusted is at -0.2% versus target of 3.3% | 0.00/0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |

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| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? | (2) | 0.00/0.00 | 0.00 |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. | | | |

Q73

- Promotes wellness in the workplace.
- Demonstrates commitment to creating value for the company.

 0.00/0.00 0.00

Document your conversation in the comment box below.

Functional Competency

Q74

- Counsels Patients Effectively
- Maintains Pharmacy Expertise
- Manages Time Effectively

 0.00/0.00 0.00

Document your conversation in the comment box below.

1:1 Coaching/Feedback session with Store Leadership 0.00/0.00 0.00

1:1 Meetings 0.00/0.00 0.00

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

- How are you identifying your top talent?
- In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences)
- What challenges are you having with your low performers?
- In what ways are you using GROW to coach low performers?
- How are you using the discipline processes to performance manage low performers?
- How is the SM progressing against his/her developmental goals?
- Discuss career aspirations and how SM and DM can help in achieving those goals.
- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

Q75 0.00/0.00 0.00

Add necessary GROW coaching comments below

Benefits, Concerns and next Steps 0.00/0.00 0.00

Benefits, Concerns and next Steps. 0.00/0.00 0.00

Q89 List the key benefits from the perspective of the manager seeing the perspective of the HCS 0.00/0.00 0.00

Q90 List the key concerns from the perspective of the manager. 0.00/0.00 0.00

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits need to work on gett NTT to goal need to work on % waiters 0.00/0.00 0.00

Store Walk Summary : District Manager Pharmacy FY16

03185 - Gary Lee,MGR

Participant : Ibrahim K Bilal, Erica
Auditor Role :
Auditor Department : District
Response Date : Tue 07/19/2016 09:00 Central Daylight Time

| Questionnaire | Tue 07/19/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | D233 weekly scorecards (NTT, LTR, RTS, SPECIALTY, 90 DAYS, COMPASS...) NPS...follow up with last walk discussion FRONTIER how are we driving the behavior OUTREACH AND BTS IMMUNIZATION | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | RPH Erica and Tech Simon demonstrating patient care behavior. They were taking care of the customers during my visit and put them first. | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds | | |

Confidential

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Demonstrates an appreciation for customers through communications and behavior | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | Techs behavior improved by engaging with rph and customers. | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | NTT list updates every day at 7pm | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Improving NPS and overall NPS Discussion with team members on H2 engage with customers | | 0.00/0.00 | 0.00 |

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| Add necessary GROW coaching comments below | | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | Rph staff training session on hw 2 engage with customers dropping scripts. H2 promote 90 days and services | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| | | RPH Follow up with staff on how the conversation is going and what works and what is not working with staff | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | A discussion of a PTO rules is completed. | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | | |
| Q21 | | (2) | 0.00/0.00 | 0.00 |
| A section at the front of the pharmacy, near the ask your pharmacist section is empty and no plan what to do with the space. | | | | |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | |
| Q22 | | Discussed: RTS, currently 57% NTT is at 62% 7/16 weekly scorecard Compass completion at 78.6% | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week -- Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return -- i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent | | | |
| | | Discussed the | | |

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|--|--|--|-----------|------|
| | <ul style="list-style-type: none"> period? Is the store completing their Return to Stock Call List? (expectation is seven days per week -- Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>delete list and follow up with last call to capture scripts before deleting Call list is completed.</p> | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|---|--|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | | |
|-----|--|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | <p>Rx returns No credit being reviewed and showed RPH Showed RPH HRxD report. last adjusted drug was on 2015</p> | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | |
|-----|---|-----------------|-----------|------|
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CIJ drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | <p>No issue</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------------|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|--|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|--|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? | <p>Checked GFD binder. One page need was missing the fax cover, but process of GFD is followed</p> | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 Showed Rph WGLL on star report. 0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

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Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | |
|-----|---|-----------|------|
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | |
|-----|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

| | | | |
|-----|---|-----------|------|
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | |
|-----|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---------------------------------------|--|-----------|------|
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
|---------------------------------------|--|-----------|------|

| | | | |
|--|--|-----------|------|
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

| | | | |
|-----|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|-----|---|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|--|--|-----------|--|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | The pharmacy team were following the workflow during my visit |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | Discussed the outreach and BTS immunization with RPH. The pharmacy captured and scheduled an offsite MEME.Com. |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | Discussed the process of specialty and goals. |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | Suggested to reach out to clinic manager for support |
| | Ask the store manager to discuss key takeaways from the DM visit | | Continue driving NPS |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | NPS scores for the month of May was 65% and after the last visit discussion and execution of the plan the June scorecard NPS was 100%. |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | Good workflow Tech keeping the Rph aware of customers, cap, etc. " good communication " |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 90 days YTD - .06% NPS at 69.0% YTD |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | Consistency on call list, ntt, ltr, vbpt Pharmacy reports Weekly scorecard driving metrics through frontier behavior |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive learn. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | |

Confidential

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|--|---|--|
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| | | 0.00/0.00 0.00 |
| 1:1 Meetings | | |
| | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | |
| | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | |
| | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | -To see that we are improving 90 days and nps for the month June 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | IWIK H2 access AP reports. 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Continue driving NPS and 90 days Increasing outreach by next month 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02866 - Bonnie Wong, MGR

Participant : Buenos R Selor / SFL / DM / John Sims
Auditor Role :
Auditor Department : District
Response Date : Tue 07/19/2016 09:27 Central Daylight Time

| Questionnaire | Tue 07/19/2016 09:27 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of todays Visit: | | |
| | | > Med B accreditation | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 90 Day efficiency | 0.00/0.00 | 0.00 |
| | | > Rx Waiter% how many Step does it take to fill | | |
| | | > Outreach portal / flu shot off site | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Spoke with Floater Pharmacist communication and cascading of information is executed by ongoing conversation while they work topics of discussion: | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | > Med B > compass messaging > ECC > Receipt surveys execution | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Store going through a refresh program. Observed TM helping customers in the aisle and at the register greeting customers. Pharmacy greeting patients and with a smile | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | Today's agenda: | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>> go over 90 day efficiency - pharmacist too busy did tell efficiency rating at 44.% almost 2% above last mont</p> <p>> Go over Steps to fill a walter scrips</p> <p>> Go over Med B accreditation process reviewed sign, did miss the product standard sign which i printed</p> | | 0.00/0.00 | 0.00 |

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| Follow-Ups from Previous Visits | | 0.00/0.00 0.00 |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | <p>out one.</p> <p>> Go over outreach portal, which are 100 % completed</p> <p>> Increase receipt surveys in Both FE and RX both NPS are down for the month of June (2ND REQUEST)</p> <p>> Creating Tasks for Floater Pharmacist Standard sheet (2ND REQUEST)</p> <p>> Review and Access merchandising at the store</p> <p>> Our reach portal (COMPLETED)</p> <p>> NEED action steps to improve NPS in both FE and RX need to assign to ASM Now!</p> <p>> NEED standard task sheet for floater pharmacist</p> <p>> Need to update pulse when possible during refresh session</p> | 0.00/0.00 0.00 |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 0.00 |
| Workforce Planning | | 0.00/0.00 0.00 |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>Discuss with Floater pharmacist the help needed when IC3 is called.</p> <p>Response was SFL and ASM responds</p> | 0.00/0.00 0.00 |
| Pharmacy Operational Deep Dive | | 0.00/0.00 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and clear path

Store going through a

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including learn

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| Q21 | <ul style="list-style-type: none"> members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) is the sharp container stored inside the pharmacy when not in use? | <ul style="list-style-type: none"> 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 | refresh program Pharmacy is reasonably neat and organized work counter is also organized. | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent during refresh session | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | | 0.00/0.00 | 0.00 |
| Q22 | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Reviewed scorecard metrics RTS, VBPT are above goal of the company, observed face to face interaction with pharmacist and patient. Observed queues all are compliant and within acceptability | 0.00/0.00 | 0.00 | |
| Q23 | In what ways is the pharmacy following proper inventory control procedures, including: <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Reviewed work queues and exception queues all are compliant. Reviewed WCB bins and outdates all compliant, reviewed Fridge and CII cabinets all compliant and secured | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | | |
| Q24 | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | Reviewed scorecard metrics, mentioned scorecard metrics to the pharmacist and observed dress attire of RX staff. New Technician does not have scrubs yet. | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | | |

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| Q84 | <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | CII cabinet is secured and log book in the safe | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Reviewed GFE and process and procedure with Pharmacist for compliance | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

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| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletes are being done, but not daily | pharmacy is compliant with the grading given above | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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| | | <ul style="list-style-type: none"> Bin reconciliation is completed, but not consistently | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly STARS and Peer Review has been reviewed and acknowledged Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | | |
| Q26 | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | Reviewed outreach portal which is completed, some followups needed on sites. Reviewed Temp log sheets in vaccines to be refridgerated. Pharmacy is HIV and Immunization | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | None observed | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address | | | | |

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| Q86 | <ul style="list-style-type: none"> concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. | none | 0.00/0.00 | 0.00 | |
| Q87 | <ul style="list-style-type: none"> Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | Not CNO due to the refresh program going at store | 0.00/0.00 | 0.00 | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 | |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | SM and RXM as well as store Leadership review operating statements and performance metrics to celebrate wins and discuss action plans for opportunities | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | 0.00/0.00 | 0.00 | |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | 0.00/0.00 | 0.00 | |
| Q81 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | Action Plan on improving NPS in his operation | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 | |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | Exception queue is reasonably well worked, Adherence needs attention as to why this 4 to 6 weeks not listed on scorecard.. Workflow is reasonable with one tech at the in/out window and pharmacist typing and filling | 0.00/0.00 | 0.00 | |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | Preparing for Med B accreditation, all TM's are familiar with the initial | 0.00/0.00 | 0.00 | |

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| | • | | | |
| | Document your conversation in the comment box below. | greeting and purpose for being there | | |
| | Ask the store manager to discuss key takeaways from the DM visit | Outreach portal to execute followups on calls for flu shots. | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Also promoting BTS immunizations to students who shop for school supplies | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > good communicator > well engaged with TM's | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | >Promote the Walgreens brand and services >Outreach portal for flu shots off site | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | >90 day > improve NPS in Pharmacy for patients to take the survey | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | Learning and broadening his knowledge in pharmacy | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive learn. | >Elicit two way communications > Elicit ideas and opinions with RX TM's | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | embraces change and communicate change to ensure compliance and follow through | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | responds to customer service issues and create solutions with urgency | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsel Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | >Proactive counseling observed today >Maintain expertise in pharmacy knowledge > | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? | not discussed | 0.00/0.00 | 0.00 |

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- How is the SM progressing against his/her developmental goals?
- Discuss career aspirations and how SM and DM can help in achieving those goals.
- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

Add necessary GROW coaching comments below

| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | not discussed pharmacist by himself and busy | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | N/A not discussed pharmacist by himself and busy | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | > Need an action plan to improve NPS in both FE and RX > Need to improve when it come to RX Waiter %. Have a standard verbiage for all > Rework the Pulse setup need to laminant Success sheet and pulse tracker and update pulse chart > Are goals matching OGSN's?" | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01126 - ,MGR

Participant : Ronda J Lowe, Ana
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 07/19/2016 12:00 Central Daylight Time

| Questionnaire | Tue 07/19/2016 12:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Equipp Rx Metrics of focus: understanding the whys BTS immunizations | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (4) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

Confidential

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

| | | | |
|-----|--|-----------|------|
| Q20 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--------------------------------|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
|--------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? (4)
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

| | | | |
|-----|--|-----------|------|
| Q21 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

| | | | |
|-----|--|-----------|------|
| Q22 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

| | | | |
|-----|--|-----------|------|
| Q23 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?

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|-----|---|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|------------------|-----------|------|
| Pharmacy Quality | 0.00/0.00 | 0.00 |
|------------------|-----------|------|

(5) Outstanding

- All STARS cases are complete and reviewed
- All peer reviews are

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?

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| | | | | |
|---|---|--|-----------|------|
| Q26 | <ul style="list-style-type: none"> Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>completed and reviewed by all Rx team members</p> <ul style="list-style-type: none"> All team members are having quality conversations with patients all of the time | 0.00/0.00 | 0.00 |
| Q29 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> | | 0.00/0.00 | 0.00 |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | | 0.00/0.00 | 0.00 |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive</p> | | 0.00/0.00 | 0.00 |

| | | |
|--|---|---------------------------|
| sales: | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 0.00 |
| Over the course of the last several visits, how has the rating changed? | | |
| Q30 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | 0.00/0.00 0.00 |
| Over the course of the last several visits, how has the rating changed? | | |
| Q31 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent 0.00/0.00 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Overall Pharmacy Assessment | | 0.00/0.00 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 0.00 |
| RxM Core Competencies | | 0.00/0.00 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 0.00 |
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |

| | | |
|--|---|---|
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> • is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 0.00 |
| Q73 | <p>Functional Competency</p> <ul style="list-style-type: none"> • Counsejs Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| 1:1 Meetings | | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | <p>Explain Equip data to TMs</p> <p>0.00/0.00 0.00</p> |
| Benefits, Concerns and next Steps | | |
| Benefits, Concerns and next Steps. | | |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>Review Equip info with staff</p> <p>0.00/0.00 0.00</p> |

Store Walk Summary : District Manager Pharmacy FY16

03624 - Joe Li,MGR

Participant : Ibrahim K Bilal, Lillian
Auditor Role :
Auditor Department : District
Response Date : Wed 07/20/2016 14:30 Central Daylight Time

| Questionnaire | Wed 07/20/2016 14:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Progress of pharmacy metrics: Waiters, VBPT, LTR To review weekly scorecards Immunization PHIG manpower | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | 5MM topics Flu shot Friday and team t-shirt Great engagement among team. I had discussion with 2 pharm interns. They came out with next steps to support detailing businesses. Both interns lead MTM in the pharmacy as well. | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>The outreach business list BTS Immunization How can I get involved with FE pulse? When and how can I learn FE reports and metrics on the pulse?</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? Add necessary GROW coaching comments below | <p>PHIG manpower and their texting dates VBPT and Waiters NPS</p> | 0.00/0.00 | 0.00 |

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| Q19 | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>Store agreed to drive the NPS using bulls eye stickers with employees name</p> <p>Change the behavior in the pharmacy to drive VBPT and Waiters</p> | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | <p>The RXM is a point person for hiring and training interns and students.</p> <p>No manpower issue in the store. The store support other stores for closing the gap on shortage</p> | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

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| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to plano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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| Q77 | <p>discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | <p>The store is following proper pharmacy SOPs Concern been addressed that one PC should be relocated to make the procedures BSF. The pc is in the way of the customer when they do consultations.</p> | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>Discussed: Specialty at retail and follow up from district meeting, RXM will suggest a procedure to minimize cashouts. NTT: 86% RXM brought up that she does not get much of NTT and if its okay to help other stores in the district. RTS 66%</p> | 0.00/0.00 | 0.00 |
| | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | <p>Reviewed bins. the oldest is 7/8. discussed with RPH and delete list been working on. Store making final calls before deletes.</p> | | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>Randomly checked diabetic testing supplies in the ask your pharmacist section. No expiration found</p> | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | | |
| | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | <p>One drink was placed at the end of the counter. Discussed with RXM No food in fridge</p> | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> | | 0.00/0.00 | 0.00 |

Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

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| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

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|-----|--|------------|-----------|------|
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Consistent | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?

Q26 0.00/0.00 0.00

- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q79 0.00/0.00 0.00

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Just discussed the cashout on specialty med.

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27 0.00/0.00 0.00

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85 0.00/0.00 0.00

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

Q86 0.00/0.00 0.00

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

Add necessary GROW coaching comments below

How is store leadership providing operational support?

Q87 0.00/0.00 0.00

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVe Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

- Is the SM able to effectively connect operational processes with key financial and

The store leader and RXM engage every time they receive the weekly scorecard. They discuss the challenges and metrics.

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| Q30 | <p>performance metrics? <ul style="list-style-type: none"> Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> </p> | <p>The RXM share the weekly scorecard with staff to raise the awareness and call out the behavior that is need it to move the needle</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>(4)</p> <p>The Rxm drove the outreach and schedules over 5 offsites. some of the sites are USF schedule Sept. 27th , Hull Business School scheduled Oct 28th, and others.. Rxm is promoting immunizations by sending her interns to meet with counsels. She detailed Brazil consulate located on Montgomery, Plan to detail Mexican, Costa Rico, and Peru consulates by the end of next week. Completing outreach program</p> | 0.00/0.00 | 0.00 |
| Q80 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <p>Improved</p> | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | <p>Outreach Services</p> | 0.00/0.00 | 0.00 |
| | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | <p>Continue driving VBPT and Waiters 90 days adjusted</p> | 0.00/0.00 | 0.00 |
| | <p>Ask the store manager to discuss key takeaways from the DM visit</p> | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | <p>RXM will identify insurances that accept 90 days and follow up with patients RXM will drive FEP plan and PartD to drive 90 days RXM Will drive BTS Immunizations. RXM will engage with customers</p> | 0.00/0.00 | 0.00 |

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| | who are buying kids med to promote Tdap. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | Outreach business list Building talents and working with interns Driving flu shot and getting ready for the season | 0.00/0.00 | 0.00 |
| Q66 List store opportunities discussed with the SM/RXM | 90 days Waiters and VBPT | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | Continue driving the pharmacy business: increasing waiters driving yellow fever shots, flu, and Tdap | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>RXM always recognize her team during visits, including interns. Rxm build engagement in the pharmacy, by listening to her team.</p> | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |

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| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| <p>Having the chance to review weekly scorecards with DM and targets. Coming out with next steps to drive the business. Have the chance to voice my self to offer new suggestions to RH. Learning how to read reports.</p> | | |
| Q90 List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| <p>Concerns: IWIK H2 to get more proficient on the store pulse IWIK how to get a better understanding on FE terms during pdr (full Box) Opening a ticket to relocate the pc DM to Order scale and remove pqv SL will have 1:1 to explain FE reports to RXM to own the full box RXM will have a flight time on facilitating the PDR</p> | | |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13668 - Russell Kubota, MGR

Participant : Ronda J Lowe, Kevin, Janet
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Fri 07/22/2016 14:30 Central Daylight Time

| Questionnaire | Fri 07/22/2016 14:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|---|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | BTS Immunizations Equipp Frontier in Rx Review sustainability meeting | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? • How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| (5) Outstanding | | | | |
| <ul style="list-style-type: none"> • Personalizes branded salutations and builds rapport with customers which results in a dialogue. • Also addresses regular customers by name, brings them a basket or cart, and offers additional assistance (e.g. taking purchases to their vehicles). • Asks open ended questions to appropriately address | | | | |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |

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both expressed and unstated customer needs.

- Also suggests [to leadership] ways to enhance the customer experience or avoid service failures.
- Also effectively resolves difficult customer situations and is able to calm the customer.
- Also assists peers with such behaviors.

| | | | | |
|---|--|--|-----------|------|
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 | Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | RxM back from PTO from the past 3 weeks Need to get caught up | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there learn members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | | | |
| Q20 | | Fully staffed | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |

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Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

| | | | | |
|-----|---|-----|-----------|------|
| Q21 | <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | (4) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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|-----|--|------------|-----------|------|
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-----------|------|

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| | Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|--|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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| Q22 | <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

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|-----|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

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| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|--|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing

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| | <ul style="list-style-type: none"> training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | 0.00/0.00 | 0.00 |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Q92 | | | |

(5) Outstanding

- Will pass all inspections (Fire, Steritech, etc.)
- No staging or stock bottles in the fill area
- All inventory procedures are being followed (no exceptions)
- Deletes are completed daily
- Bin reconciliation is completed consistently

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

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|-----|---|------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

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|-----|--|-----|-----------|------|
| | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? | (4) | 0.00/0.00 | 0.00 |
| Q26 | | | | |

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- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 Consistent 0.00/0.00 0.00
Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
 - Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
 - Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
 - Is the store equipped with the proper products and equipment? If not, what have you done to address this?
 - What is the number of patients the clinic is seeing and what is their goal?
- Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
 - Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
 - Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available
- Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy
- Q85 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
 - Clinic staff are included in regular updates and meetings, as appropriate
 - Manager is using customers and team members' feedback about clinic to address concerns
 - What are the current business results and goals?
- Q86 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
 - Cash pick up process in place.
 - Service and equipment issues are handled promptly.
 - Recognized marketing campaigns are fully executed.
 - Introduction of services to team members.
- Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SPL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
 - Is financial acumen a development opportunity for store leadership?
- Q30 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
 - Best item best store and Top 50 reports
 - Department trend report and Front end sales driver
- Q32 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was

Need to have floater's follow

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|--|---|-----|------------------------------------|------------------|-------------|
| Q33 | given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | (2) | up while regular staff is on PTO | 0.00/0.00 | 0.00 |
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | (4) | | 0.00/0.00 | 0.00 |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HFRxD, etc.) | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | review EQUIPP with staff | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | TM engagement Open to change | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | New business, new customers | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| People Leadership | | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | | Authentic leadership with Frontier | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Strategic Leadership | | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Customer Leadership | | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |

| | | |
|--|---|----------------|
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| 1:1 Meetings | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 0.00 |

update on new info
 EQUIPP data
 16 hours of tech needed for Aug
 Kevin: review EQUIPP data staff
 Review Cold and Flu Tuesdays and Flu Fridays with staff
 BTS immunizations

Store Walk Summary : District Manager Pharmacy FY16

03358 - Cynthia Dimapasoc,MGR

Participant : Buenos R Selor / DM / SM / RPH
Auditor Role :
Auditor Department : District
Response Date : Wed 07/20/2016 22:00 Central Daylight Time

| Questionnaire | Wed 07/20/2016 22:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| | | objective of todays visit: | | |
| | | > Med B | | |
| | | > 90 Days efficiency | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > outreach portal | 0.00/0.00 | 0.00 |
| | | > NPS RX | | |
| | | > Scorecard | | |
| | | > Waiter steps to fill | | |
| | | > July Initiative | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Spoke with RPH and the cascading of information is on the run while they work, topics of discussion: | 0.00/0.00 | 0.00 |
| Q15 | | > Waiters | | |
| | | > My Voice My Walgreens | | |
| | | > TPR | | |
| | | ECC | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | Pharmacy very policted, very organized, and proactive in helping patients | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | Consistent | very consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | | > Med B Readiness | | |
| | | > Review 90 Efficiency report review | | |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | > Acknowledged 100% on outreach portal | | |
| Q17 | | > Review scorecard metric efficiency with RPH | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | > How many Steps to fill a waiter | | |
| | | > Review July Initiative | | |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | | > Increase surveys in RX | | |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience | | > Paint the wall in | | |

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| | behaviors, performance management, and any other) | Pharmacy - 2nd request | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | <ul style="list-style-type: none"> Allison involved in the in Pulse - 2nd Request Divider in fast track - not needed | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <ul style="list-style-type: none"> Schedule RPH in pulse meetings Paint the Wall in Pharmacy Increase Surveys in FE and RX contineous | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store learn members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>Julie there top DH, Need to achieve her license to be a tech</p> | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

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| | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | pharmacy organized and reasonably neat | 0.00/0.00 | 0.00 |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and dress code appropriate, including name badge/lanyard? in what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |

- Drive thru area is CNO

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|-----|--|------------|---|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | reviewed queses exception and call list all compliant and are worked 12 days or less. REviewed outdates and reviewed WCB's for any scripts 12 days or more.. Reviewed sharps process and reviewed amber vials in front of stock bottle all compliant. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | N/A | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | | CII and fridge is compliant | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s | | | | |

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| | <ul style="list-style-type: none"> according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | | 0.00 |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|-----------|---|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | | | |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | Reviewed GFD with Head Technician both refused and accepted and the process and procedure. Randomly reviewed hard copies and rejected folder. all compliant | 0.00 |

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | | |
|-----|---|-----------|--|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | Pharmacy operations is reasonably consistent and one | 0.00 |
|-----|---|-----------|--|------|

Over the course of the last several visits, how has the rating changed?

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|-----|---|------------|------------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
|------------------|--|-----------|--|------|
| Pharmacy Quality | | 0.00/0.00 | | 0.00 |
|------------------|--|-----------|--|------|

(3) Achieving Expectations

- All STARS cases are

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| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| Q26 | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | STARs and Peer are done when an event transpire and PEER are done on a monthly basis and reviewed by TM | 0.00/0.00 | 0.00 |
| Q27 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | | HIV COE and pharmacist are both trained | 0.00/0.00 | 0.00 |
| Q27 | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | N/A | | 0.00/0.00 | 0.00 |
| Q85 | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | | Did observed Pharmacist leave the pharmacy and help a customer | 0.00/0.00 | 0.00 |
| Q86 | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | none | | 0.00/0.00 | 0.00 |
| Q87 | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | no had new | | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating | | SM and RX leadership and Store leadership | | |

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| | statement/IMPROvE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | go over operating statements and performance metrics to discover wins and go over opportunities to improve (i.e.) Waiter RX% | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | an opportunity to improve with in stock condition and timely merchandising in promo Areas | 0.00/0.00 | 0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | to improve and think out of the box to take a risk on items to sell | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | Pharmacy has proactive calling of patients to pick prescriptions. Promoting pharmacy services and executing on adherence call ad RTS call. | | |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | 0.00/0.00 | 0.00 |
| Q81 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> <p>Overall Pharmacy Assessment</p> <p>Pharmacy strengths and opportunities</p> <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | | | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | Pharmacy metrics is above goal with exception of NTT which store has to make call and reach the patients and RX% waiters changing the behaviors with verbiage and asking | 0.00/0.00 | 0.00 |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | N/A | | 0.00/0.00 | 0.00 |

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| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Change the verbiage for waiters, and finding ways to increase off sites | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > good communicator > Well engaged with TM in Pharmacy > good Rapport with Store Leadership | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Improve on Waiter % and promoting other services in Pharmacy | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Waiter% and promoting RX services to the community | 0.00/0.00 0.00 |
| RxM Core Competencies | | | 0.00/0.00 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 0.00 |
| Q69 | <p>Operations/Business Leadership</p> <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | building business with CPMC coming in two years and the surrounding neighborhood of senior facilities to try to capture business and promoting our Brand of Walgreens. | 0.00/0.00 0.00 |
| Q70 | <p>People Leadership</p> <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | Elicit two way communication and elicit ideas and opinions | 0.00/0.00 0.00 |
| Q71 | <p>Strategic Leadership</p> <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | Embraces change and communicates change to ensure continuity | 0.00/0.00 0.00 |
| Q72 | <p>Customer Leadership</p> <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | responds to customer needs and have solutions with urgency | 0.00/0.00 0.00 |
| Q73 | <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 0.00 |
| Q74 | <p>Functional Competency</p> <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | Effective patient counseling . and maintains pharmacy Expertise | 0.00/0.00 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 0.00 |
| 1:1 Meetings | | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? | | | |

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|--|---|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | <p>Julie and waiting for her license</p> | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | <ul style="list-style-type: none"> > Reviewing goals with DM - Performance metrics > learning RX verbiage with Technicians > DM giving "good job" scratchers to technician for promoting 90 day | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | <p>None</p> <ul style="list-style-type: none"> > to Paint in the pharmacy wall > Involve Allison in the pulse > Practice new Verbiage for Waiter % increase | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <ul style="list-style-type: none"> > need game plan to improve Overall NPS > Need game plan to improve FE Sales - PSTB coming | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02705 - Danny Kwan,MGR

Participant : Melissa May
Auditor Role : Store Manager
Auditor Department : District
Response Date : Wed 07/20/2016 13:00 Central Daylight Time

| Questionnaire | Wed 07/20/2016 13:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

New Waiter %
 Goal is now 40%
 Waiter Pilot
 Shrink Binder

Specialty:
The goal is to be less than 20% specialty Rx's cashed out.
 If it is a specialty prescription, you want to scan it in ICP and let the resolution center take care of it. I.e. The store scans it in, then after the scan, they end up cashing it out and either filling it or giving the Rx back to the customer. Most of the time, the customer wants it back and cannot wait for the resolution center to resolve it or the store is able to fill it themselves.

Push RX Waiters
 Our employees don't like being told what to do, but our patients do.
 Per our D235 Managers Meeting, explain the why behind waiters and the benefits to the patient and pharmacy.
 Rxm and SM must work on this behavior with their Rx and designated hitters
 This will help keep lines down, phones ringing less, more efficient use of time.
 Increasing waiters maximizes your efficiencies.
 A nonwaiting script is up to 22 steps.

90 Day and importance of verbiage
 "Would you like me to fill your

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1

script for 90 days if your scrip and plans allows it?" 90 Day indicator- What are the barriers to your team not asking all your patients? PTCB Class

Q88 Prior to the visit utilize the comment box below to document your clear objectives.

If CSA and SFL are interested in attending They can go on their own time if they want

0.00/0.00 0.00

Text messaging

Double check please that drug diversion and pharmacy losses can be identified through AP Dashboard RX metrics and Store Reports. Use the following tools to identify and mitigate drug diversion: Store Exception report – SIMS: Rx Negatively Adjusted/Received vs Sold (updated weekly) AP Dashboard - HRxD (High Risk Drugs) (updated weekly) Significant negative adjustments (e.g., Smart count, Partial Fills) require follow-up. Negative adjustments should be investigated to determine the cause. Contact Asset Protection when there is a pattern of negative adjustments, any large unexplained negative adjustment, or a suspicion of drug diversion. Prescription Price Modifies and refunds may cause pharmacy losses; use the following tools to identify these losses: Store Cash Report – Price Modify and Refunds details (printed daily) AP Dashboard – High Risk Price Modifies and Refunds (updated weekly). Monitoring prescription price modifies and refunds can help identify theft, procedural issues, and training

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| | | | | |
|---|--|---|--|------|
| | opportunities that contribute to loss. CMR/MTM | | | |
| Overall Store Assessment | | 0.00/0.00 | 0.00 | |
| Team Member Engagement | | 0.00/0.00 | 0.00 | |
| <p>Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:</p> <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | <p>Team member was very excited to show me the improvements in the office. How much organized it was and the future plans to continue the CNO project. He also showed me the Pulse and how he was doing, his next steps and how he changed his target since he was doing so well. It was great to see such an engaged team member proactively asking to if he could show me how he was doing with the pulse!</p> | 0.00/0.00 | 0.00 | |
| Q15 | <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? <p>If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.</p> <p>Add necessary GROW coaching comments below</p> | | | |
| Customer Care | | 0.00/0.00 | 0.00 | |
| Q16 | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (4) | <p>I observed numerous team members proactively engaged with and greetig customers as soon as I entered the store today.</p> <p>Very pastive improvement from previous visits.</p> | |
| Q76 | Add necessary GROW coaching comments below | Improved | 0.00/0.00 | |
| Objectives and Discussion with SM | | 0.00/0.00 | 0.00 | |
| District Update | | 0.00/0.00 | 0.00 | |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Waiter Pilot/Floater Customer Communication for UCSF Queue line Beauty Club Update on ER calls and SFL Capital Improvement Projects Rx Remodel</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 | |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | <p>Store is progressing nicely. Continuous improvements in all areas of Leadership and store condition.</p> <p>Previous Months Next Steps:</p> <p>NS Have to rotate new FE team members in to the Pulse meeting. Move one TM out and switch with someone who has not been to the Pulse. Keep them for at least one month. Calvin 06/24</p> | 0.00/0.00 | 0.00 |

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|-----|---|--|-----------|------|
| | | NS Cover the Pulse meeting during 5mins. ongoing | | |
| | | NS Post the Pulse outputs after every Pulse. Cal ongoing | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | NS Have a discussion with Terry regarding plateauing. Helen vacation | 0.00/0.00 | 0.00 |
| | | NS John Sime will pull the data and resend the diagnostics John Sime/Melissa 06/24 | | |
| | | NS Redo the OSA diagnostics Calvin | | |
| | | NS Rework the Storyboard. Calvin | | |
| | | NS Add co-champions to the pulse. Calvin/Cal 09/16 | | |
| | | NS Rxm can rotate team techs as everyone is here on Tuesday. Helen 06/24 | | |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Newly hired overnight SFL for QUP. Difficult to fill this shift. This is the third one hired for this shift as most people on this shift seem to be working two jobs. Working on cross training designated hitters in preparation for the second register being added into the pharmacy. SM is thinking ahead. | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and</p> | (2) RX has beenmaking progress on CNO but is at a standstill right now as they are waiting for the remodel to make any changes so as not to cause double work. | 0.00/0.00 | 0.00 |
| | | Remains a | | |

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|---|---|--|-----------|------|
| Q77 | discuss ways to improve Add necessary GROW coaching comments below | development opportunity | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Improved on NTT calls as well as Specialty Thank you! RTS has been consistent. | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Ready bins are too full. Waiting for remodel to see if we can come up with more space for more ready bins to help with efficiencies. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |

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WAG-MDL-03102.00124

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve. Remains a development opportunity. Focus will be on CNO after the remodel in August which will take three weeks. 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 0.00/0.00 0.00 (2)

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve. Remains a development opportunity. Please check STARS Events as they need to be reviewed in a timely manner. Please have ALL team members reading and reviewing the monthly peer review. 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27 0.00/0.00 0.00

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85 0.00/0.00 0.00

Add necessary GROW coaching comments below

| | | | |
|---|---|-----------------------------------|-----------|
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.</p> <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> | 0.00/0.00 | 0.00 |
| <p>Store Manager does a great job of engaging store leadership ASM, RXM, and SFL's and communicating store performance based on the most recent operating statement/IMPROvE scorecards KPI's etc.</p> | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department Trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | 0.00/0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 |
| Really need to focus on promoting immunizations this upcoming flu season. Store hovers in the middle of the district. Focus on the barriers to getting offsites. | | | |
| (3) Achieving Expectations | | | |
| Q34 | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department layouts Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | 0.00/0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Consistent | 0.00/0.00 |
| Consistent improvement and ideas for continuous improvement | | | |

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Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|--|--|-----------|------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| <p>SM is great at upskilling his team and creating engagement</p> <p>Continue working with Rx to get offsites and promoting immunizations.</p> <p>Waiter Pilot Plans for Rx after Remodel.</p> <p>Staff Rph and Waiter Pilot-She how she drives it.</p> <p>SM FullBox by working in the RX every morning to help create that cushion for the day and scheduled time throughout the day</p> | | | |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer | 0.00/0.00 | 0.00 |

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interactions.

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

NS Cover the Pulse meeting during 5mm's. ongoing

NS Post the Pulse outputs after every Pulse. Cal ongoing

NS Have a discussion with Terry regarding plateauing. Helen vacation

NS Redo the OSA diagnostics Calvin

NS Rework the Storyboard. Calvin

Peer Review- Having all team members review and sign off

| | | | |
|---|--|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

STARS Events- must check that they are reviewed within seven days of event.

Communicate and engage team members with Waiter Pilot that is starting August 1st

SM to work in Rx each morning, 11:00am and drive time. If not,

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need to have designated hitter in Rx to build the cushion for the day.

Continue with plan to train the three chosen designated hitters to prepare for second Rx register.

Store Walk Summary : District Manager Pharmacy FY16

01393 - Xin Cai,MGR

Participant : Ballow Yu, Chi, Alan
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 07/21/2016 10:00 Central Daylight Time

| Questionnaire | Thu 07/21/2016 10:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | ---Equipp ---HRxD report ---BTS immunization goal, posting of parent FAQ, store plan on flu immunizations ---Pulse: OSA, Waiter %, VBPT%, NPS ---Frontier store net link ---follow up on next steps from previous visit. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Had conversation with RXM about Waiter %, NTT, LTR and VBPT%. RXM stated that she has best practices that can help other stores with VBPT. Store consistently above goal with VBPT. RXM will present VBPT best practices with RXM and SM in next HCS meeting on 8/11. | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (2) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 Add necessary GROW coaching comments below | | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | | ---questions about pricing evolution on promo items ---parking lot concerns, customer complaining about no parking when the come to our store ---Can we get | 0.00/0.00 | 0.00 |

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| | | | |
|--|--|------------|-----------|
| | additional camera since store has open slots on DVR. | | |
| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | Followed up on previous store visit next steps. Many not due until 7/22. Items due was completed. | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | Discussed with SM about CNO office. Talked about WGLL and how to ensure office CNO is being sustained. | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | |
| Add necessary GROW coaching comments below | | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | Discussed with SM about staffing and staying within budget. Store was over budget in past three pay periods. SM stated that there was no coverage for lunch and therefore store went over by 2 hours. Discussed about hiring which store has already hired and is currently fully staffed. Talked about utilizing full budget (FE and RX budget to balance and even charging out to stores that is under budget within the district. | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (4) | 0.00/0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | RX following SOP and executes with excellence. NTT, LTR, VBPT consistently above goal. Had discussion with RXM about best practices on the three areas. RXM | | |
| Q78 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating | | |

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| | | | | |
|-----|---|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>volunteered to share best practices with other RXMs and SMs in next district HCS wrapup. Talked about WGLL and how to get buy in from other RXMs and SMs.</p> | 0.00/0.00 | 0.00 |
| | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? | <p>During discussion with RXM, noticed store had 4 pages of 7 day call list. Discussed about how to reduce call list. Topic of encouraging more waiters came up as it will reduce the amount of 7 day, deletes and RTS. RXM stated 40% goal would almost be half of the customers. Talked about the benefits for our patients and TMs.</p> | | |
| Q23 | <ul style="list-style-type: none"> is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | | |
| | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> | <p>Shared HRxD report with SM and how to use to help monitor shrink in RX. Discussed about negative adjustments and price modify in RX do to SDLs. Discussed about refunds in RX.</p> | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> | | | |
| Q84 | <ul style="list-style-type: none"> C-II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> | | 0.00/0.00 | 0.00 |
| | <p>Potential questions include, but are not limited to:</p> | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(5) Outstanding

- All STARS cases are complete and reviewed
- All peer reviews are completed and reviewed by all Rx team members
- All team members are having quality conversations with patients all of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | |
|-----|---|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|---------------------------|--|-----------|------|
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
|---------------------------|--|-----------|------|

| | | | |
|--|--|-----------|------|
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Discussed with RXM about flu binder that RX has set up. Talked about benefits and concerns and how it will help with market Rph when assigned to store. RXM stated that it will benefit other stores and we mutually agreed. SM and RXM has next step to connect with district immunization lead to share best practices as immunization lead will

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

| | | | |
|-----|--|-----------|------|
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

be sharing with SMs during 8/18 DPR wrap up.

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | |
|-----|---|-----------|------|
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | |
|-----|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Discussed with SM about BTS immunization plan and how store is creating the awareness and reaching the goal of 4 per week. SM has parent FAQ posted in BT aisle, setting up a BTS table by front door and TMs passing out FAQ to customers making BTS purchases.

In what ways is store leadership engaging and communicating daily with the health care provider?

| | | | |
|-----|---|-----------|------|
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | |
|-----|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--------------------------------|-----------|------|
| Business Performance and Sales | 0.00/0.00 | 0.00 |
|--------------------------------|-----------|------|

| | | |
|---|-----------|------|
| Operating Statements and IMPROVE Scorecards | 0.00/0.00 | 0.00 |
|---|-----------|------|

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

| | | | |
|-----|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

SM and RXM has weekly meetings on monday to discussed about operational opportunities and shares updates and store stats. Discussed with SM to share diabetes patient not on statin meds opportunity and how that will impact NPS, 90 adjusted, building a relationship with MDs.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|-----|--|-----|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
|-----|--|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | (3) Achieving Expectations <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | |
|-----|---|---|----------------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | Store has opportunity in reducing visual outs and maintain CNO stockroom. RX consistently making adherence calls and promoting RX services. | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | ---workflow | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | ---RX team executes with excellences ---Pharmacy condition CNO | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | ---has opportunity | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | to capture more off-sites on immunizations, BTS and flu is the focus. | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | ---opportunities to focus on through the Equip site. | |
| | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? | ---HRxD report to help monitor and identify shrink. ---H2 to use in moment weekly report to help monitor NPS. | |
| Q64 | <ul style="list-style-type: none"> • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | how to calculate weekly NPS score and use information to share during pulse PDR ---learned how to use ABCD to help measure owners prep for pulse PDR. | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | | ---workflow | |
| | | ---RX team executes with excellences | |

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| | | | | |
|--|---|---|------------------|-------------|
| Q65 | List store strengths discussed with the SM/RXM | ---Pharmacy condition CNO ---VBPT %, consistent with NTT, LTR and RTS. | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | ---capturing more offsites to promote flu and BTS immunizations. ---opportunities to increase waiter % ---opportunities to focus on through the Equipp site (diabetes patient on statin meds) ---opportunities to focus on through the Equipp site (diabetes patient on statin meds) ---capturing more offsites to promote flu and BTS immunizations. | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | ---opportunities to increase waiter % to reduce the amount of 7 day call list and deletes. ---FE OSA- reducing visual outs, stockroom CNO and reducing amount of inventory and overstock. | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | RXM manages time effectively and executes with excellence. Is efficient in performing duties as rph. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |

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Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

- How are you identifying your top talent?
- In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences)
- What challenges are you having with your low performers?
- In what ways are you using GROW to coach low performers?
- How are you using the discipline processes to performance manage low performers?
- How is the SM progressing against his/her developmental goals?
- Discuss career aspirations and how SM and DM can help in achieving those goals.
- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

RXM has stretch assignment with sharing VBPT best practices with RXMs and SMs in district HCS wrap up meeting on 8/11 and will be working with DM on NTT and LTR for future district meeting dates.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Benefits, Concerns and next Steps

0.00/0.00 0.00

Benefits, Concerns and next Steps.

0.00/0.00 0.00

Q89 List the key benefits from the perspective of the manager

---learned opportunities to focus on through the Equipp site (diabetes patient on use of statin med)
 ---HRxD report to help monitor and identify shrink.
 ---H2 to use in moment weekly report to help monitor NPS, how to calculate weekly NPS score and use information to share during pulse PDR
 ---learned how to use ABCD to help measure owners prep for pulse PDR.
 ---having RXM present in HCS wrap up meeting on 8/11
 ---DM requested for additional cameras.

0.00/0.00 0.00

Q90 List the key concerns from the perspective of the manager.

---IWIK if TMs can share their thoughts/concerns with SM vs only share when SM ask.
 ---IWIK if TMs can clean up after themselves.
 ---DM send email to David Re to request for additional cameras. Store has 4 open slots by 7/22
 ---follow up on all next steps from previous visit (due date listed on next steps on DM visit report 7/15)
 ---Share HRxD report with RXM and communicate the benefits of how to use to help monitor shrink by 7/25
 ---Share NPS calculation with all leadership and NPS measure owner by 7/28
 ---Share ABCD with all measure owner and leadership by next pulse by

0.00/0.00 0.00

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

0.00/0.00 0.00

7/26
---connect with
Marvin to share
flu immunization
binder and
communicate that
Marvin will share
with his RXM to
communicate to
all stores during
next DPR wrap
up (8/18) by 7/25
---RXM send DM
VBPT best
practices by 8/1

Store Walk Summary : District Manager Pharmacy FY16

05599 - Hieu-Ngoc Huynh,MGR

Participant : Buenos R Selor / DM / SM / RPH
Auditor Role :
Auditor Department : District
Response Date : Thu 07/21/2016 15:00 Central Daylight Time

| Questionnaire | Thu 07/21/2016 15:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives for todays visit: > 90 day efficiency > Med B Readiness > NPS how to calculate > Outreach Portal > Frontier and Pharmacy > How many step does it take to fill a waiver? | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Pharmacy meeting is executed by RXM and ongoing while they work > Topics : > Go over Next steps > July Initiative > Customer scorecards > Compass task to be executed | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and | | |

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|--|--|--|------------------|-------------|
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>responds to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>Store greeting customers with a smile at the POS. Cos BA proactively helping customer interpret receipt. Other CSA maintaining in stock condition</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Consistent</p> | <p>Pharmacy and FE are consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>> Ask the Pharmacist how many step does it take to fill a waiver > 90 day efficiency > Outreach portal and what are we doing to obtain business and promoting the Walgreen Brand and Services > Med B readiness is</p> | | <p>0.00/0.00</p> | <p>0.00</p> |

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|--|--|-----------------------|
| | <p>everybody aware and prepared > Review scorecard with RXM specifically Patient care metrics</p> | |
| <p>Follow-Ups from Previous Visits</p> | | <p>0.00/0.00 0.00</p> |
| | <p>> continue to pursue more flu shot sites and working the community > Continuous improvement on 90 efficiency > utilizing better verbiage for rx Waiter%</p> | |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | |
| <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | <p>"Ms. Jone your prescription will be ready in 15 minutes please wait or you shop at at store checkout our special on food and we will call you when your prescription is ready!"</p> | <p>0.00/0.00 0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | | |
| | <p>> continue to coach verbiage on Waiter% in pharmacy > call out tickets to fix NTT and LTR percentages on scorecard > also review automation fixes and call manufactures</p> | |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | | |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | <p>0.00/0.00 0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | | |
| <p>Workforce Planning</p> | | <p>0.00/0.00 0.00</p> |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | |
| <p>Q20</p> <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>DH Two that are certified and have 4 that are very capable plus leadership Store is in good shape</p> <p>NEXT STEP: utilize DH check list</p> | <p>0.00/0.00 0.00</p> |
| <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> | | |
| <p>Add necessary GROW coaching comments below</p> | | |
| <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00 0.00</p> |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00 0.00</p> |
| | <p>(3) Achieving Expectations</p> | |
| | <ul style="list-style-type: none"> Waiting area clean in/out-window clutter free immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is | |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are | | |

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|---|--|---|---|-----------|------|
| Q21 | <p>dress code appropriate, including name badge/lanyard?</p> <ul style="list-style-type: none"> In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <p>generally organized</p> <ul style="list-style-type: none"> Product off of floor and 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 | <p>pharmacy is reasonable neat need to keep high standards CNO and keep working on the metrics for patient care</p> | 0.00/0.00 | 0.00 |
| <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | | |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | | | | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| <p>Pharmacy Operations- Execution and Efficiency</p> | | | | 0.00/0.00 | 0.00 |
| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>reviewed scorecard on the pharmacy metrics NTT needs some attention. Ask RXM to call another RXM to get tip how to improve medication compliance</p> | | 0.00/0.00 | 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>not able to review too busy</p> | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | | | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |

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In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Reviewed CII cabinet and Fridge all cno and compliant

0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies

0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Reviewed GFD with RXM and RPH and discussed all different ways each pharmacy is processing GFD

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but

Reviewed workflow and the process of help and proactive counseling witness by the SM and DM during the visit.

0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | | |
|-----|---|--|--|-----------|------|
| | | not daily | | | |
| | | <ul style="list-style-type: none"> Bin reconciliation is completed, but not consistently | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | STARS and PEER review are compliant | 0.00/0.00 | 0.00 |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | Pharmacy is compliant and process is completed when event happen and Peer review is completed on a monthly basis | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | Immunization and trained and certified | 0.00/0.00 | 0.00 |
| Q28 | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | | 0.00/0.00 | 0.00 |
| Q27 | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | none at this time | | 0.00/0.00 | 0.00 |
| Q85 | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate | | | | |

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|--|---|--|--|-----------|-----------|------|
| Q86 | <ul style="list-style-type: none"> • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. | NONE | | 0.00/0.00 | 0.00 | |
| Q87 | <ul style="list-style-type: none"> • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | CNO | | 0.00/0.00 | 0.00 | |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROVe Scorecards | | | | 0.00/0.00 | 0.00 | |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | SM and RXM: > operating statements > Rx Quality > Outreach Portal > Customer scorecard > NTT and better execution > Last visit next Steps and execution | | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | | 0.00/0.00 | 0.00 | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (3) Achieving Expectations | <ul style="list-style-type: none"> • 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. <p>production of script from pharmacy to patient has improved. Promoting The Walgreen Brand is necessary to promote services to the community and Patient care</p> | | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | Still an opportunity to improve and finding way to bring customers into our store and promote our Brand | | 0.00/0.00 | 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | an opportunity to improve | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 | |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | | | |

Confidential

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|-----|--|--|-----------|------|
| Q62 | <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> | Quality of DE has improved Queue management have not a chance to review | 0.00/0.00 | 0.00 |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | not reviewed | 0.00/0.00 | 0.00 |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | <p>>Improve 90 efficiency after clarification</p> <p>> improve NTT execution after speaking with another RXM on Tip to improve</p> <p>> increase output in finding new business to promote services and our Brand</p> | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | <p>> Passionate about her job</p> <p>> Good follow through</p> <p>> good communicator and to leadership</p> <p>> execution on action plans with SM</p> | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | <p>> find More time to cascade information to TM and Leadership</p> | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | <p>> NTT and action plan to improve</p> <p>> Prospecting for Flu and Non Flu shot immunizations</p> <p>> More Accountability for her actions in the Pharmacy</p> | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | RXM More concern with production of Script and the care for her Patients and Staff | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | Elicits two way communication and accepts / listen to ideas and opinions from TM's | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | embraces change and communicates change to her TM to ensure compliance | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | With urgency and execution she drives good customer service and any issues arises solutions is implemented | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |

Confidential

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|--|---|--|
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | Proactive counsel patients effectively and maintain pharmacy expertise 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| 1:1 Meetings | | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? in what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? in what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Ashley is the top talent and can be a pharmacy manager if she wishes 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | |
| Benefits, Concerns and next Steps. | | |
| Q89 | List the key benefits from the perspective of the manager | not discussed 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | not discussed 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <ul style="list-style-type: none"> > Send ticket for populating NTT and LTR % into scorecard > Have Louis send me issue with Yuyama cassette for automation > Call Calvin on NTT execution > Correct verbiage on Rx Waiters Test Technicians > Clarification on 90 day efficiency execution and why 90 day script are going to WCB |

Store Walk Summary : District Manager Pharmacy FY16

15127 - Dat Le,MGR

Participant : Buenos R Selor / SM / RXM / DM /
Auditor Role :
Auditor Department : District
Response Date : Sat 07/23/2016 00:00 Central Daylight Time

| Questionnaire | Sat 07/23/2016 00:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of todays visit: | | |
| | | > Med B readiness | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | > 90 Efficiency > Outreach Portal > NPS calculations > How many steps to fill a waiter | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | Discussed with RXM on 5mm and discuss topic which she prints out for review to cascade to a team of one. Topics of discussion: > My Walgreens My Voice > Compass task to be executed > Med B readiness | 0.00/0.00 | 0.00 |
| Q15 | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. | | |

Confidential

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|-----|---|---|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Pharmacy is not a busy Wellness center. Growing in terms script volume. Operationally sound and consistency | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | Pharmacy consistency | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <ul style="list-style-type: none"> > go over Med B readiness > go over Scorecard with RXM > Go review potential business in immunizations > Frontier and the pulse review > | | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | <ul style="list-style-type: none"> > Reviewed Nps and receipt execution with RXM > Pulse review and upscaling | | |

Confidential

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|--|---|--|-----------|------|
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | <p>with Store leaders. Mondays to improve execution .</p> <ul style="list-style-type: none"> > Review task execution and compliance > continue to ask every patient to take the survey to improve NPS scores > SM and RXM to find a appropriate day to be part of the pulse meeting. > Find and detailing plan with SM to promote brand and Walgreens services to the community, | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | <p>Upscaling SFL to be that go to person for pharmacy as a DH, to work with the DH checklist to improve knowledge in upscaling. SM and ASM active in supporting Pharmacy</p> | 0.00/0.00 | 0.00 |
| Q20 | | | | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Waiting area clean in/out-window clutter free immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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) | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | <p>Pharmacy is well position and organized from a operational standpoint. Compliance task reviewed today is CNO.</p> | 0.00/0.00 | 0.00 |
| Q21 | | | | |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |

Confidential

3

-) and is clean
- DPI records are put away and secured properly
- Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent Pharmacy is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

 Reviewed Scorecard with RXM and went over performance metrics which shows all "GREEN" very good. Review AS400 for returns and all compliant 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

 Reviewed Queues and exception all compliant. Review outdates and WCB all compliant. AS400 returns done routinely. Reviewed activity log book all compliant 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

 N/A 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

 Reviewed CII cabinet and Fridge all compliant 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?

| | | | |
|-----|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Reviewed GFD and the process and procedure with RXM. Randomly reviewed hard copies of both approved and refused with supporting documentation to be sent to the DEA

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | | |
|-----|---|------------------------|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|---|------------------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|------------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

| | | | | |
|-----|---|--|-----------|------|
| | <ul style="list-style-type: none"> • All STARS cases are complete • Peer reviews are completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | | | |
| | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | |
| Q26 | <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | STARS and PEER Review are completed per SOP | 0.00/0.00 | 0.00 |
| | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | | | |
| Q79 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | HIV and immunizations at the Wellness Center. And both are TRained | 0.00/0.00 | 0.00 |
| Q28 | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | 0.00/0.00 | 0.00 |
| Q27 | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | No interaction at this time | 0.00/0.00 | 0.00 |
| Q85 | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | None at this time | 0.00/0.00 | 0.00 |
| Q86 | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | no | 0.00/0.00 | 0.00 |
| Q87 | <p>Add necessary GROW coaching comments below</p> | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| | Ask the store | | | |

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| | | | | |
|-----|---|---|-----------|------|
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | Manager if he overs with RXM on weekly score card and monthly operating statement reviews. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> | NEXT STEP> need to review financial acumen on a routine basis to upscale how her operations is working and review opportunities for improvement and celebrate wins | 0.00/0.00 | 0.00 |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> 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. | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | Need to promote and detail services to the community to attract business to his pharmacy and to the store | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Q34 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency | all queues and basic patient care metrics are all above goal and cno. Outreach is going to be a challenge for this store with minimal | 0.00/0.00 | 0.00 |

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- Outreach, Services (specialty etc.)
- Basic key shrink control (modifies, HRxD, etc.)

Document your conversation in the comment box below.

converage in the pharmacy. SM would have to support and detail for the pharmacy in most cases

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

- Q63
- Adherence, Acquisitions (Med D & Med B), Services
 - Specially at retail, Immunization, Healthcare Clinics

N/A

0.00/0.00 0.00

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- What are the actionable items you will drive in the upcoming weeks?
- What did you get out of the visit today?
- (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

Q64

> increase receipt surveys rx spoke with RXM a lot of tourist who will not bother to do it and Regulars who have already completed it already

0.00/0.00 0.00

Document your conversation in the comment box below.

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM

> good communicator
> learning and improving operationally
> well engaged with Store Leaders

0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM

> improve receipt surveys in the pharmacy
> promote the Walgreens Brand and Services to the community
> to be part of the pulse meeting and to upscaled with the core skills o frontier more business into this Wellness Center. Detailing senior facilities and Hotels in the neighborhood

0.00/0.00 0.00

Q67 List key focus areas discussed with the SM/RXM

0.00/0.00 0.00

RxM Core Competencies

0.00/0.00 0.00

Pharmacy Manager Core Competencies

0.00/0.00 0.00

Operations/Business Leadership

- Q69
- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

RXM newly promoted and learning, need SM to work together with RXM in promoting and obtaining business local merchants association.

0.00/0.00 0.00

Document your conversation in the comment box below.

People Leadership

- Q70
- Encourages an atmosphere of open two-way communication.
 - Shows mutual respect while promoting and developing a diverse and inclusive team.

Elicit communication of ideas and opinions from TM and Store Leader. What can we do to improve business in the pharmacy

0.00/0.00 0.00

Document your conversation in the comment box below.

Strategic Leadership

- Q71
- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
 - Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

RXM will adapt to new ideas and processes set forth by the Walgreen company and will communicate to all to ensure compliance

0.00/0.00 0.00

Document your conversation in the comment box below.

Customer Leadership

- Anticipates and responds to customer needs.
- Maintains ethical boundaries and confidentiality in all internal and external customer

will respond and is proactive in

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| | | | | |
|-----|---|--|-----------|------|
| Q72 | <ul style="list-style-type: none"> interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. | taking care of customer/patients with urgency | 0.00/0.00 | 0.00 |
| Q73 | <ul style="list-style-type: none"> Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> <ul style="list-style-type: none"> Counsel Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | counsel patients effectively and maintain pharmacy expertise | 0.00/0.00 | 0.00 |
| Q74 | <p>Document your conversation in the comment box below.</p> <p>1:1 Coaching/Feedback session with Store Leadership</p> <p>1:1 Meetings</p> <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> <p>Benefits, Concerns and next Steps</p> <p>Benefits, Concerns and next Steps.</p> | | 0.00/0.00 | 0.00 |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | N/A | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | <p>> DM appreciation of the SM in Supporting the pharmacy</p> <p>> Reminder the RXM has to be part of the Pulse meeting</p> <p>IWIK how to get to next level of budget</p> | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | <p>opportunity for increase hours in the pharmacy</p> | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>> Increase The Number of Receipt surveys in the Pharmacy. By asking every patient to take the survey</p> <p>> SM to schedule RXM to be part of Pulse Meeting</p> <p>> SM to routinely sit down with the RXM to discuss financial acumen</p> <p>> To seek and obtain talent of an SFL to his operation</p> | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02005 - Shu B Guan,MGR

Participant : Melissa May/Pure/Judy
Auditor Role : Store Manager
Auditor Department : District
Response Date : Sat 07/23/2016 15:30 Central Daylight Time

| Questionnaire | Sat 07/23/2016 15:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Store Manager and Full Box RX NPS LTR Compliance Report Shrink Binder New Tech progress-how is it going? Scan outs FE Sales CMR | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | Waiter Pilot Pulse and pulse review with John Sims | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to | | |

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|-----------------------------------|---|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | Seeing improvements and consistency but proactive ECC is still not being observed with all team members | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Discuss new tech not progressing or really retaining training.</p> <p>Concerns moving forward with tech.</p> <p>Spoke regarding not keeping a team member out of desperation. They must fulfill the requirements of the position</p> <p>Not being able to fax in Rx</p> | 0.00/0.00 | 0.00 | |

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|--|-----------|------|---|
| Follow-Ups from Previous Visits | 0.00/0.00 | 0.00 | |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | |
| | | | Previous Months Next Steps: |
| | | | Waiter goal now 40% Peer review must be reviewed by all Rx team members and FE team members who work in Rx. Work with Rx on district MTM and CMR as it is the stretch assignment for the area. \$12.00 minimum wage law sign was not up. I used my own sign. Expense items cannot only have 1506 written on them. They must have the green expense label signed off by leadership on the item. Ensure scripts older than 10 days are pulled and /or called |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | |
| Workforce Planning | 0.00/0.00 | 0.00 | |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| <ul style="list-style-type: none"> • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | 0.00/0.00 | 0.00 | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 | |
| Pharmacy Department CNO- Experience, Execution and Efficiency | 0.00/0.00 | 0.00 | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | 0.00/0.00 | 0.00 | (4) Was great to see the level of service in RX today. Almost all of the patients were greeted by name and thanked |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and | | | Remains a Please focus on Rx CNO inside and out. |

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| Q77 | discuss ways to improve Add necessary GROW coaching comments below | development opportunity | Ensure paperwork/reports displayed are current and up to date | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Very consistent | | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? I found a few scripts longer than 12 days. Please check all bins and follow through. | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | consistent | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | 0.00/0.00 | 0.00 |
| Potential questions include, but are not limited to: | | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |

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Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | | |
|-----|--|-----------------------------------|-----------|------|
| Q92 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| Q93 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Small RX but still need to see improvements on the following:
Product on floor and continued focus onCNO needed

| | | | | |
|------------------|--|--|-----------|------|
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
|------------------|--|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

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| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
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Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

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| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
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| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

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| Q28 | Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

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| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | RX staff are very consistent with in aisle interaction, helping customers and patients | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | Working on SM and Store Leadership becoming more Full Box. Need to work in RX each morning to build a cushion for Rx for the day | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | | SM needs to work towards his own proactive growth in RX by learning the following and helping the RX daily : | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | | Store Manager actively promoting immunizations Store Manager completing adherence calls or face to face consultations Store Manager completing local outreach programs Store Manager offering secondary services (flavoring, PSC, MTM, etc.) Store Manager calling return to stock daily | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development | | |

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| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | opportunity | prom aisle and on side panels etc. | 0.00/0.00 | 0.00 |
| | | | | Excessive cuts | |
| | | | | Scan outs-cannot miss depts | |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | | |
| Examples include but are not limited to the following: | | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | | |
| Examples include but are not limited to the following: | | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Rx NPS | | 0.00/0.00 | 0.00 |
| Floater Rph and concerns with his performance and attitude | | | | | |
| New CSA that is being trained for tech position but not moving forward and progressing. | | | | | |
| Concerns the store will keep this CSA as they do not want to deliver the message of performance progression. | | | | | |
| Q67 | List key focus areas discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| People Leadership | | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | | |
| Strategic Leadership | | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | | |
| Customer Leadership | | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | | 0.00/0.00 | 0.00 |

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
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| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

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|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
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Document your conversation in the comment box below.

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| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

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| 1:1 Meetings | | 0.00/0.00 | 0.00 |
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Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

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| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
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| | | | |
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| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
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| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
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|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

SM needs to work towards his own proactive growth in RX by learning the following and helping the RX daily :

Store Manager actively promoting immunizations
Store Manager completing adherence calls or face to face consultations

Store Manager completing local outreach programs

Store Manager offering secondary services (flavoring, PSC, MTM, etc.)

Store Manager calling return to stock daily

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| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>Speak with Floater Rph regarding performance and ECC.</p> <p>Speak with new CSA-Tech who is not progressing.</p> <p>SM needs to help with RX CNO and ensure follow through.</p> | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Help RXM find out why she cannot fax.

Peer review must be reviewed by all Rx team members and FE team members who work in Rx. Work with Rxm on district MTM and CMR as it is the stretch assignment for the area. Expense items cannot only have 1506 written on them. They must have the green expense label signed off by leadership on the item.

Store Walk Summary : District Manager Pharmacy FY16

03706 - SUSAN SUN,MGR

Participant : Melissa May
Auditor Role : Store Manager
Auditor Department : District
Response Date : Fri 07/22/2016 12:00 Central Daylight Time

| Questionnaire | Fri 07/22/2016 12:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | HSRX Not Applicable | | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or | | | | |

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| | <ul style="list-style-type: none"> concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! | 0.00/0.00 | 0.00 |
| Q20 | <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | |
| | Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | 0.00/0.00 | 0.00 |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| Q77 | <p>Add necessary GROW coaching comments below</p> | | |
| | Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
| Q23 | <p>Add necessary GROW coaching comments below</p> | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? | 0.00/0.00 | 0.00 |
| Q24 | | | |

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- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
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Over the course of the last several visits, how has the rating changed?

| | | | |
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| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|------------------|-----------|------|
| Pharmacy Quality | 0.00/0.00 | 0.00 |
|------------------|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | |
|-----|---|-----------|------|
| Q26 | <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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|-----|--|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |

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| | box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| | Document your conversation in the comment box below. | | |

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| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02125 - Terra Dunlap,MGR

Participant : Buenos R Selor / SM / DM/ RPH / ASM
Auditor Role :
Auditor Department : District
Response Date : Mon 07/25/2016 09:26 Central Daylight Time

| Questionnaire | Mon 07/25/2016 09:26 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| | | Objective of todays visit: | | |
| | | > How may steps to fill a waiter script | | |
| | | > 90 day efficiency | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > Med B Readiness | 0.00/0.00 | 0.00 |
| | | > NPS calculation | | |
| | | > July initiative compliance | | |
| | | > Outreach Portal and Flu shot offsite | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Discussion with Technician and how 5mm is executed, engagement and peer recognition. Meeting are done ongoing while they are workingA: | 0.00/0.00 | 0.00 |
| Q15 | | topics of discussions: | | |
| | | > ECC | | |
| | | > My Voice and My Walgreens. | | |
| | | > Compass task execution | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates | | |

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|---|--|---|--|-----------------------|
| | <p>and responds to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>Pharmacy is well above the region average in Rx NPS at 100.% last month and is indicative of their relationship with their patients.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | |
| <p>Q76 Over the course of the last several visits, how has the rating changed?</p> | | <p>Consistent</p> | <p>Pharmacy is well performed and consistent</p> | <p>0.00/0.00 0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | | | | |
| <p>Objectives and Discussion with SM</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | | <p>> Implement the Process of therapy calls to new patients</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | | <p>> Improved 90 day efficiency to 52%</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | <p>> NTT is still inconsistent and need to be reviewed by the RXM and SM and</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q18</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. | | | <p>0.00/0.00</p> | <p>0.00</p> |

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- What are some next steps?

develop a plan to improve in time and Frequency, by next visit

Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

| | | | | |
|-----|---|--------------------|-----------|------|
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | as mentioned above | 0.00/0.00 | 0.00 |
|-----|---|--------------------|-----------|------|

Add necessary GROW coaching comments below

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|--------------------|--|--|-----------|------|
| Workforce Planning | | | 0.00/0.00 | 0.00 |
|--------------------|--|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

The DH in the store is leadership and Lovlie that provides the help needed during needed times during busy time. The check off list to upscale needs to be executed and implemented to get a structured training needed.

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|-----|--|--|-----------|------|
| Q20 | | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

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|--------------------------------|--|--|-----------|------|
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
|--------------------------------|--|--|-----------|------|

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|---|--|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

All tasks and that mentioned in the grading of Achieving expectations is compliant and cno

| | | | | | |
|-----|---|--|--|-----------|------|
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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|-----|---|---|------------------------|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Oplions > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Reviewed scorecard with ASM all metrics above goal except NTT which has been inconsistent | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C-II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | CII cabinet and fridge is compliant and CNO | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|--|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filed on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | <p>Reviewed GFD and the process and procedure with Pharmacist and the technician. Randomly reviewed hard copies of refused and accepted scripts by the pharmacist. all reviewed are compliant</p> | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

(3) Achieving Expectations

| | | | | |
|-----|--|--|-----------|------|
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | <p>Observed interaction with patients and workflow counter cno and review queues and all compliant</p> | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|--|------------|------------------------|-----------|------|
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

| | | | | |
|-----|--|--|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are <p>RPH floater does not know regarding the consistency of STARS and PEER reviews. On my end I REview the STARS and Peer review which is done on a regular</p> | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

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- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

consistently offered and provided to patients

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- Team members are having quality conversations some of the time

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q29 Consistent Pharmacy is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Pharmacy performs immunizations and the two pharmacist are HIV trained

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

N/A

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

None during my observation

Q85 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

Yes, recently with a church in September with a flu off site 30 to 40 vaccines

Q86 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- introduction of services to team members.

eno and exceptionally clean

Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVe Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

RXM and SM do sit down and reviewed operation statements and performance metrics in respect to patient care. Reviewed wins and review opportunities to improve and develop action plans (ie) NTT call and how to

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

0.00/0.00 0.00

Q30 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

| | | | | | | |
|--|--|-----------------------------------|---|---|-------------|------|
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. Assess SM understanding of the following available reports and how they can use them to drive sales: | | reach them | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | N/A | | 0.00/0.00 | 0.00 | |
| | Add necessary GROW coaching comments below | | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | Adherence calls need to be improved. a plan to develop on times to call and frequency | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | SM and RXM to develop a NTT call best practices and to follow up on next visit. | 0.00/0.00 | 0.00 | |
| | Over the course of the last several visits, how has the rating changed? | | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | An opportunitie to improve and finding way to improve. Store condition and customer facing,. What can we do to improve customers to come into the store to shop | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | an opportunity to improve | 0.00/0.00 | 0.00 | |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 | |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | | NTT process need to be improves after reviewing the customer scorecard and opportunity tab. The process and time to call patients | 0.00/0.00 | 0.00 | |
| | Document your conversation in the comment box below. | | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | Continue to obtain off sites for flu season | 0.00/0.00 | 0.00 | |
| | Document your conversation in the comment box below. | | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | > develop a plan to improve process and frequency of calls to patients and their therapy. | 0.00/0.00 | 0.00 | |
| | Document your conversation in the comment box below. | | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 | |
| | | | | | | |
| Q65 | List store strengths discussed with the SM/RXM | | > good communicator > Well engaged > elicit opinions and ideas from TM's and welcomes > 90 day contineous improvement | 0.00/0.00 | 0.00 | |
| | | | | | | |
| Q66 | List store opportunities discussed with the SM/RXM | | > NTT to improve patient retention and loyalty > > NTT call and process of reaching patients to discuss their therapy | 0.00/0.00 | 0.00 | |

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|-----|---|--|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | > Constant interaction with Frontier > Continuous follow up on Frontier sustainability and core skills | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | Starting to look beyond the store and reach out to the community to promote the Walgreens Brand and promote services to increase patient care and loyalty. | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | > open to ideas and opinions by their TM's > elicit two way communication > Well engaged | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | > embraces change and challenge TM's beyond their comfort zone. And communicate change to ensure compliance | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | find solutions to all customer service issues and to ensure a great customer shopping experience | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | > proactive counsele patients > Maintains pharmacy expertise > | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | not discussed | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > Having the DM praise us for NPS > Having the 90% efficiency at 52% which is above goal of 37% > Letting us know we have to | 0.00/0.00 | 0.00 |

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8

| | | | | |
|-----|---|---|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | improve one NTT Process of reaching our Patients IWIK we can upscale our RPH and her prioritises in pharmacy operations > Have a improvement plan process on NTT Calls > implement the DH check list to upscale | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | knowledge and expertise in the pharmacy: > Need to discuss the performance of the RPH with RXM | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01626 - Marvin Manabat,MGR

Participant : Ballow Yu, Mack
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Mon 07/25/2016 20:55 Central Daylight Time

| Questionnaire | Mon 07/25/2016 20:55 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|---|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | ---HRxD report and how to use to help reduce shrink ---Equipp site ---BTS immunizations display ---Pulse: Waiter %, VBPT%, NPS, OSA ---Discussion about NTT, LTR and how it impacts pulse ---Tech error rates | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | Discussed with SM about having conversation and ASM on meeting note details and following up with having weekly meetings with RXM to discuss about operational opportunities and what store is doing well on. Talked about better follow through with communication and owning pulse. | 0.00/0.00 | 0.00 |
| Q15 | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q76 | Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints | ---Know more about after season planning and if stores should continue updating the after season planning reports since store does not do group sheets anymore and have no control | 0.00/0.00 | 0.00 |

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1

- What challenges/areas of concern can I provide additional guidance for during the visit?

over what comes in for seasonal items.
---Know where the RX is at operationally

Follow-Ups from Previous Visits

0.00/0.00 0.00

Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)

Review previous next steps. Noticed store did not print store visit report from previous visit. Talked about the benefits of printing out and keeping in binder. Noticed binder was not up to date. SM has next step to follow up going forward

- Q18
- How is the store progressing? If not, understand why.
 - What are some next steps?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

- Q19
- Agree upon next steps
 - Confirm and document next touch point to discuss progress against plans.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning

0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency

0.00/0.00 0.00

(1) Not Achieving Expectations

- Waiting area not CNO
- In-window/out-window cluttered/n of clean
- Immunization area is not clean and sterile
- Excess outs in the ask your pharmacist section
- Required signage missing, outdated, or damaged/n eeds to be replaced
- Department is not organized
- Product on floor

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?

0.00/0.00 0.00

Has product on floor, excessive stock bottles on fill counter, RX counter has opportunity in being CNO. Noticed RX has returns pile on floor. Talked about completing return in a timely

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2

- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- Excessive stock bottles on the fill counter
- Product in prohibited areas
- Refrigerator is unorganized or contains unauthorized items (food/drink)
- DPI information is not stored or secured properly.
- Drive thru area is cluttered

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

Remains a development opportunity 0.00/0.00 0.00

0.00/0.00 0.00

Had discussion with SM about waiters and VBPT. Talked about WGLL and how it impacts pulse measures. Discussed targets on pulse and noticed that store is not updating pulse tracker and recording targets as some of the targets don't match the color banding chart and the pulse has inaccurate information. Discussed about engagement % and shared with SM on how to locate survey in Frontier link within store net. Noticed TM in RX not using proper verbiage when patient dropping off prescription and verifying patient address. Located about 15 scripts past 12 days in bins. Didn't check all bins but noticed some was as far back as 6/28. Talked about process and how this is the reason why we would like to encourage waiters. Discussed with SM that bin rec should have also been done on sunday to RTS and ensure our inventory is accurate. Also noticed that store

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- Q22
- in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 - in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
 - in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Q23
- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 - Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 - Has the Rx Smart Count been completed for each of the last seven days?
 - Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 - Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 - Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 - Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 - Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 - Is the store completing bin reconciliation? (expectation is one per week)

0.00/0.00 0.00

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3

- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

is not processing returns as there was a pile of returns sitting in RX. Talked about how this effects on hands and accurate inventory.

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

Reviewed RX APD reports with SM. Talked about Price modify reports, HRxD report, high risk refund report and hoe to use to help reduce shrink. Noticed some questionable refunds. SM will follow up with next step to review and retrain TMs and RXM.

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

0.00/0.00 | 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

0.00/0.00 | 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00

Potential questions include, but are not limited to:

Q25

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 | 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

Q92

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 | 0.00

(1) Not Achieving

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4

| | | Expectations | | |
|------------------|---|---|---|----------------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Product on floor Excessive stock bottles on the fill counter Product in prohibited areas Refrigerator is unorganized or contains unauthorized items (food/drink) Inventory procedures are not being followed (Smart Count, etc.) Deletes are not being completed Bin reconciliation is not being done | Bin rec and deletes not being completed. Product on floor, inventory procedures not being followed. | 0.00/0.00 0.00 |
| Q78 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | | 0.00/0.00 0.00 |
| Pharmacy Quality | | | | 0.00/0.00 0.00 |

(3) Achieving Expectations

| | | | | |
|--|--|--|---|----------------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | SM had conversation with techs about sig codes and error rates. Has improved compared to previous month. Discussed about sustainability and how to keep trending the right direction. Had conversation about coaching RXM and rphs on duty to share errors by tech and provide on the spot coaching. Talked about sharing tech error report with RX team on a monthly basis and utilizing the peer review to work toward continued improvement. | 0.00/0.00 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 0.00 |

Discussed with SM about equipp site and how we can utilize the information to capture more

| | | | |
|------------|--|--|-----------------------|
| | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> | | |
| <p>Q28</p> | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | <p>scripts. Talked about how to increase statin use with diabetes patient and how it will impact our pulse. Discussed about giving company leverage to capture more plans if when we ensure our patients are adherence to their meds. Discussed about how it also impacts our 90 adjusted and NPS.</p> | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> | | |
| <p>Q27</p> | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>How are team members informing customers of available clinic services at this location?</p> | | |
| <p>Q85</p> | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | |
| <p>Q86</p> | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>How is store leadership providing operational support?</p> | | |
| <p>Q87</p> | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to learn members. | | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>Business Performance and Sales</p> | | <p>0.00/0.00 0.00</p> |
| | <p>Operating Statements and IMPROVE Scorecards</p> | | <p>0.00/0.00 0.00</p> |
| | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SPL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.</p> | | |
| <p>Q30</p> | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | <p>Discussed with SM about better follow through with company initiatives. Talked about DM sharing customer score card with district for past four weeks and store has opportunity in LTR and NTT but did not see much if any improvement. Discussed with SM about how he is using report and the opportunities store has. Talked about how NTT and LTR impacts pulse. Shared with SM LTR and NTT report under the opportunity score card and coached SM on how to use report to share opportunities with RXM.</p> | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> | | |

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | | |
|-----|--|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|-----|--|-----------------------------------|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

Store has opportunity with LTR, NTT and promoting BTS immunizations. Did not noticed BTS table set up per district meeting next step. Did not see flyers at all registers. Did noticed a display on the cosmetic table which is not brand representation. Shared with SM on email that was sent out to district with parent FAQ and BTS list with pictures of WGLL.

| | | | | |
|-----|---|-----------------------------------|-----------|------|
| Q80 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

Store has opportunity in reducing visual outs and ensure all outbound calls are being completed in a timely manner (NTT, LTR).

| | | | | |
|-----|---|-----------------------------------|-----------|------|
| Q81 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

Overall Pharmacy Assessment 0.00/0.00 0.00

Pharmacy strengths and opportunities 0.00/0.00 0.00

| | | | | |
|-----|--|--|-----------|------|
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |

Store doing well with RTS. Has opportunity in NTT, LTR, bin rec, deletes and ensuring RX is CNO and all inventory, workflow and in/out window SOPs are being followed.

| | | | | |
|-----|---|--|-----------|------|
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |

Shared Equipp site with SM and how to use information to coaching RX team on following up with diabetes patient with statin med use.

| | | | | |
|-----|---|--|-----------|------|
| Q64 | Ask the store manager to discuss key takeaways from the DM visit <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |

---learned alot about RX operation, where we should be and areas to focus on.
---learned direction in guiding the RX learn.
---ways to improve script count
---learned ares that RXM should be focusing on.

Engagement, Experience, Execution and Efficiency Review 0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review 0.00/0.00 0.00

| | | | | |
|-----|--|--|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

---store doing well with RTS, VBPT is in the mid 70s which is almost to goal of

| | | | | |
|---|---|--|-----------|------|
| | | 80%. ---SM following up with RXM and other leadership memebers; taking the initiative to identify area of opportunites ---NTT, LTR, inventory procedures (returns, deletes, Bin rec) ---in/out window SOP ---wait%, ---Frontier movement, core skills | | |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | ---SM following up with RXM and other leadership memebers; taking the initiative to identify area of opportunites ---NTT, LTR, inventory procedures (returns, deletes, Bin rec) ---in/out window SOP ---wait%, ---Frontier movement, core skills | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | Has opportunity in coaching RX team to ensure all is excuting with excellence. Following up with TMs, providing on the spot coaching, mentoring, guidance. | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |

| | | | |
|---|---|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? | | | |
| Q75 How are you using the discipline processes to performance manage low performers? | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | | |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| | ---learned alot about RX operation, where we should be and areas to focus on. | | |
| | ---learned direction in guiding the RX team. | | |
| Q89 List the key benefits from the perspective of the manager | ---ways to improve script count | 0.00/0.00 | 0.00 |
| | ---learned areas that RXM should be focusing on. | | |
| | ---learned where to look for these reports to identify areas of opportunities. | | |
| | ---getting full staff onboard and being consistent with their behaviors. | | |
| Q90 List the key concerns from the perspective of the manager. | ---concern with quality of work/performance | 0.00/0.00 | 0.00 |
| | ---DM send to RH on question if store needs to continue updating after season report since store is no longer doing group sheets by 7/28 | | |
| | ---SM print and share tech error rate report and coach TMs on how this impact NPS and provide best practices, simulator if needed by 7/29 | | |
| | ---CNO office by 7/26 | | |
| | ---SM share with RXM about APD reports: H/RxD, refund, price modify report, charebacks reports by 8/1 | | |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | ---Follow up with price modify concerns by 7/26. Noited several RX price modify with concerns. | 0.00/0.00 | 0.00 |
| | ---Print DM store visit report and update binder by 7/26 | | |

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---SM have coaching conversatin with RXM and all Rph about opportunity on diabetic patient on statin use by 8/1
---Review pulse measure targets and send DM new targets by 8/1 and ensure color banding is posted next to pulse.
---SM leads pulse to retrain all TMs on pulse by 8/15
---connect with ASM to get distrcit meting detail, go over outputs by 7/26

Store Walk Summary : District Manager Pharmacy FY16

01109 - Ming Fang,MGR

Participant : Baliow Yu, Marvin
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 07/26/2016 15:00 Central Daylight Time

| Questionnaire | Tue 07/26/2016 15:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|---|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | ---RX APD: HRxD, high risk price modify, high risk refund ---pulse: 90 day, Waiter %, VBPT%, NPS, NTT and LTR ---Equip: diabetes with statin meds, how to use report ---BTS immunizations and flu off-sites ---Discuss leadership concerns | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Q15 Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | Discussed about how Frontier is being sustained. SM shared challenges, coached SM on how to get leadership buy in with Frontier movement. Talked about how to coach RX learn on understanding the daily task we do is not about just producing numbers but provide our customers and patients a positive shopping experience. Provided SM with examples and WGLL. Worked through concerns and connecting task back to pulse measures and ultimately the one plan. Talked about using numbers/metrics as a guide to identify areas of opportunity. | 0.00/0.00 | 0.00 | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (4) | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | ---Would like to discuss with DM | | |

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|---|--|--|-----------|------|
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | <p>about leadership attendance and performance concerns.</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | <p>Review and had discussion about pulse pdr and SM will send DM new days for pulse pdr.</p> | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>Discussed staffing concerns with SM. Talked about budget, payroll adoption and stores could charge out hours to other stores under budget. Discussed with SM about working to upskill SFL to promoted to ASM-T to help increase leadership within the district and area.</p> | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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) | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |

) and is clean
 • DPI records are put away and secured properly
 • Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Discussed with SM about opportunities in NTT and LTR. Communicated goal to SM and share best practices, how it impacts pulse measures. Talked about having conversation with RX team to see how they are currently executing the adherence calls and work on solutions and next steps to address the barriers. Shared with SM on how to view daily stats on LTR and NTT, attempted calls vs reach.

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

 Store completing 7 day, deletes and RTS% within expectations. 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

Q24

- In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?
- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

 Reveiwed RX APD with SM. Had discussion about about how to use HRxD, RX price modify and high risk refund reports. Talked about each report and coached SM on WGLL and how to have conversation with RX team and leadership. 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.

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| | | | |
|-----|--|-----------|------|
| Q84 | <ul style="list-style-type: none"> • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(3) Achieving Expectations

| | | | |
|-----|--|-----------|------|
| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

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|-----|---|-----------|------|
| | completed, but not consistently | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| | Pharmacy Quality | 0.00/0.00 | 0.00 |
| | (3) Achieving Expectations | | |
| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Q28 | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| Q27 | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Q85 | Add necessary GROW coaching comments below | | |

| | | |
|--|--|--|
| In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Business Performance and Sales | | 0.00/0.00 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | <p>Concerns was brought up on RX leadership buy in. Coached SM on how to encourage and get buy in on opportunities instead of talking about metrics. Shared WGLL with SM and provide tips and suggestions on having a coaching conversation.</p> <p>0.00/0.00 0.00</p> |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> 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. <p>0.00/0.00 0.00</p> |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>(2)</p> <p>Store has opportunity in reducing visual outs and ensuring that promotional locations are merchandise/filled/set up in timely manner (BTS aisle)</p> <p>0.00/0.00 0.00</p> |
| Over the course of the last several visits, how has the rating changed? | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and | | |

| | | | | |
|--|--|--|-----------|------|
| Q81 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | | ---store provided great customer service. Many customer compliments from customers when visiting store. ---RX team knows many customers by name and has loyal customers and patients. ---travel immunizations increasing. | | |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | Has some opportunities in making adherence calls: NTT and LTR, connecting with MDs of diabetic patients to suggest statin meds. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | Had conversation with RXM and SM to discuss plan on promoting travel immunizations and capturing more off-sites via detailing. learned how to use RX APD reports to help identify opportunities and also learned Equipp website and how following up with ensuring diabetic patients are on statin meds can help with NPS. 90 adjusted. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| | | ---store provided great customer service. Many customer compliments from customers when visiting store. ---RX team knows many customers by name and has loyal customers and patients. ---travel immunizations increasing. | | |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | | adherence calls: NTT and LTR connecting with MDs of diabetic patients to suggest statin meds. ensuring that store is completing smartcounts every day to ensure 100% completion to | | |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |

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|---|---|--|-----------|------|
| | | help reduce visual outs. | | |
| | | adherence calls: NTT and LTR connecting with MDs of diabetic patients to suggest statin meds. | | |
| Q67 | List key focus areas discussed with the SM/RXM | ensuring that store is completing smartcounts every day to ensure 100% completion to help reduce visual outs. coaching of leadership team | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | Has opportunity in identifying areas of opportunitles and using Frontier core skills to work with team in identifying barriers, solutions and next steps. | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | RXM leads by example and proactively offers assistance to ensure all customers and patients are getting a positive shopping experience. | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Discussed with SM about leadership TM concerns and performance issues. Talked about how to coach TM through process and spending the time to coach, mentor and train TM. Talked about WGLL and providing on the spot coaching, | 0.00/0.00 | 0.00 |

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| Add necessary GROW coaching comments below | working side by side with TM. | 0.00/0.00 | 0.00 |
|---|---|-----------|------|
| Benefits, Concerns and next Steps | | | |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | learned RX APD reports and how to use reports to identify areas of opportunities. learned Equipp website and how diabetic patients with statin meds can help increase NPS, 90 adjusted. | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | IWIK how quickly I can get RXM to buy in. ---share APD RX tab with RXM by 8/1 ---Have discussion with RXM on the impact of making adherence calls : NTT and LTR by 8/1 | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | ---share equipp opportunities of diabetic patient on statin meds and how to identify patients, tech and rph responsibilities when they come across a diabetic script by 8/7 ---Send new pusie PDR date to DM by 7/29 ---SM follow up with locating signage on promoting travel immunizations from sign shop to ensure it's branded by 8/1 | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01054 - Gerald Martinez,MGR

Participant : Ballow Yu, Alferd
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 07/26/2016 15:00 Central Daylight Time

| Questionnaire | Tue 07/26/2016 15:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | ---HRxD ---Equip ---STARs accident and additional training. ---Pulse: waiter%, VBPT%, NPS and 90 day ---Quality site: tech error rates. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Discussed with SM and the difference between coaching TMs through the process vs tell do and suggesting. Talked about the right behaviors and how it will create better engagement with team. Shared WGLL and coached SM on how to have difficult conversation. | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. | | |

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|-----|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | 0.00/0.00 | 0.00 |
| | District Update | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | ---Have better understanding of how to use HRxD report. | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | Revised previous next step with SM. Some next step from 7/18 visit still not completed as due date has not arrived. SM will followup. | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19

- Agree upon next steps
- Confirm and document next touch point to discuss progress against plans.

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

Q20

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

 SM shared concern about staffing issue on a specific day where TM was not given a break. Talked about how to ensure TMs get break. SM stated that he already coached leadership TM but will be paying TM OT for the miss rest period. 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

Q21

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

 (2) Noticed store has not placed up new Hi-tech signage. Topic was covered during CC. 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

 Noticed Tech following in/out window SOPs are greeting patient and encouraging patients to wait. Discussed with SM about LTR, NTT calls and how it impacts customers. NPS, 90 day adjusted, better adherence. 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12

 Check bins and did not find any scripts past 12 days. Talked about deletes and when store pulls scripts, tech advised that they wait 14 days before pulling 0.00/0.00 0.00

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3

- days?
- is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

script.

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

Reviewed RX APD HRxD report with SM and coached SM on how to use report to identify opportunities and how to coach RXM and leadership on what to look for. Reviewed several high risk refund, price modify and talked about WGLL and process/procedures.

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

0.00/0.00 0.00

Add necessary GROW coaching comments below

SM shared concern RX security concerns with DM. Talked about incident that recently happen. Discussed with SM about next steps and how to address going forward. Talked about coaching and mentoring leadership through process.

Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
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- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Noticed items in RX place in blue shopping baskets, RX counter is clutter and needs to be CNO. Talked about removing unnecessary items on floor to prevent any accidents. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | Had discussion with Rph and SM about STARS reporting and how to coach other rphs on policy and expectations. Talked about benefits, concerns and WGLL. | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | Noticed store has BTS immunization table set up in front and parent FAQ PDFs printed for customers and patients. Discussed about goal being 4 immunizations a week. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |

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| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | |
| Q32 | | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | (2) | 0.00/0.00 |
| | | | Store has opportunity in connecting with patients on LTR calls. Talked about how it will effect 90 day adjusted and NPS. |
| Q80 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | (2) | 0.00/0.00 |
| | | | Ask your rph section has many outs, noticed a few mylar flip around, has opportunity in making adherence calls. snack section had a good amount of outs on sales floor. |
| Q81 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 |
| | | | Remains a development opportunity |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | Discussed with SM about HRxD report and identified areas with opportunity in high risk refunds. Talked about concerns and how to coach and train TMs on procedures. |
| | | | pharmacy condition has improvements, noticed RX counter clutter and shopping baskets used to store items on shelf. |
| | | | Discussed with SM on information from Equipp site. Talked about diabetic patient not on statin meds and how we can coach RXM and techs on what to look for and how to protect patient. Talked about benefits and concerns. Role played with SM on how to coach RXM through |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |

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| | process of identifying patients, contacting their MDs to help protect patient. Talked about how it will impact 90 day adjusted. NPS, ---learned Equip site and how to use information to get diabetic patient on statin meds. ---learned HRxD report and how to use report to identify areas of opportunities. ---coaching of how many steps to fill a waiter prescription vs non-waiter. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | ---NTT, RTS, ---RXM engagement and passion in wanting to do a good job. ---VBPT% has improved, still not at goal but trending the right way. ---LTR ---in stock condition with ask your rph sections ---RX CNO, clutter free. ---inventory control: RX smart counts. ---SM follow through after assigning task to ASM. executing with excellence. | | |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | ---LTR ---in stock condition with ask your rph sections ---RX CNO, clutter free. ---inventory control: RX smart counts. | | |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | ---LTR ---in stock condition with ask your rph sections ---RX CNO, clutter free. ---inventory control: RX smart counts. | | |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer | 0.00/0.00 | 0.00 |

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interactions.

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

RXM new to role, still requires alot of coaching, mentoring and training.

Document your conversation in the comment box below.

| | | |
|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
|--|-----------|------|

| | | |
|--------------|-----------|------|
| 1:1 Meetings | 0.00/0.00 | 0.00 |
|--------------|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Discussed with SM about how to coach leadership, Talked about how the conversation should go and WGLL. role played conversation and worked through scenarios.

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
|--|-----------|------|

| | | |
|------------------------------------|-----------|------|
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
|------------------------------------|-----------|------|

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|---|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | <p>---learned Equipp site and how to use information to get diabetic patient on statin meds.</p> <p>---learned HRxD report and how to use report to identify areas of opportunities.</p> <p>---coaching of how many steps to fill a waiter prescription vs non-waiter.</p> | 0.00/0.00 | 0.00 |
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|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | <p>---H2 have conversation with RXM on STARs incident.</p> <p>---SM follow up on previous next steps from 7/18 visit as some are still not 100% completed. due by 8/1</p> <p>---follow up with all measure owners on understanding of ABCD and how it's use to help them prepare for pulse PDR by 7/29</p> <p>---coach/train RXM on how to use HRxD and have</p> | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

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|---|---|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>conversation on how to ensure all diabetic patients are on statin use by 8/5</p> <p>---Have conversation with RXM on STARs policy/concerns and presenting of</p> | 0.00/0.00 | 0.00 |
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STARs
policy/guidelines
and how we can
use the peer
review to improve
overall quality
during HCS
meeting by 7/29
---SM share with
every RX TM one
on one about
steps for waiter
vs non-waiter in
RX by 8/16

Store Walk Summary : District Manager Pharmacy FY16

02153 - Ramoncito Salonga, MGR

Participant : Buenos R Selor / DM / SM/ HCS / RPH
Auditor Role :
Auditor Department : District
Response Date : Wed 07/27/2016 09:00 Central Daylight Time

| Questionnaire | Wed 07/27/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of today visit: | | |
| | | > 90 day efficiency | | |
| | | > Pulse / Frontier | | |
| | | > How Many Steps to fill a waiter script | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > Review scorecard | 0.00/0.00 | 0.00 |
| | | > Med B readiness | | |
| | | > BTS Letter in Promo aisle | | |
| | | > NPS / Delight | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Discuss 5mm in the pharmacy with Technician which RXM does on the run while they are working: | | |
| Q15 | | Topics of discussion : | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | > My voice My Walgreens. > Compass Messaging > Recognition | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and | | |

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|-----|---|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>responds to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | During my observations with the SM and HCS there was as a difficult patients which Pharmacist took care of and accommodating. Proactive counseling observed today | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Agenda for todays visit:</p> <ul style="list-style-type: none"> > Go over 90 day efficiency > Review Waiter% and verbiage > Promote Statin and Diabetes > Pulse Measures and participation during meeting > How many steps to fill a | | 0.00/0.00 | 0.00 |

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| | script > Review off site and Outreach portal | | |
| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | > Nit call are above goal and not on score card but showing up on opportunity score card > Increase Waiter % and corrected verbiage to retain patient in the store > Increase 90 day retention on improved verbiage. > Increase awareness in Med B audit | | |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) • How is the store progressing? If not, understand why. • What are some next steps? Add necessary GROW coaching comments below | 0.00/0.00 | 0.00 |
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. Add necessary GROW coaching comments below | 0.00/0.00 | 0.00 |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ Have a coaching discussion with your SM on ways to address workforce planning issues. Add necessary GROW coaching comments below | | |
| Q20 | not discussed | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

| | | | |
|-----|---|--|-----------|
| | <ul style="list-style-type: none"> • Waiting area clean • In/out-window clutter free • Immunization area is clean and sterile • Minimal outs in the ask your pharmacist section • All signage up to date • Department is generally organized • Product off of floor and clear path to all fire exits • No additional stock bottles in the fill area • No product | | |
| Q21 | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | reviewed compliance items during audit all compliant | 0.00/0.00 |

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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent Pharmacy is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22 • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
 • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days
 Reviewed performance metrics on scorecard with RPH and SM all are above goal...Nice job!
 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23 • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 • Has the Rx Smart Count been completed for each of the last seven days?
 • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 • Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 • Is the store completing bin reconciliation? (expectation is one per week)
 • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?
 Reviewed work queues and exception as well, review sharp container logs. WCBs, Outdates test strips, AS400 returns and metrics on scorecard all compliant
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24 • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
 • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
 • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
 • Is the store utilizing amber vials before using stock bottles when filling prescriptions?
 • Are Rx refunds and 3rd party charge backs properly reviewed and handled?
 • Is Rx hazardous waste being properly handled?
 • Are the correct procedures being followed for SDLs?
 HCS and SM and DM reviewed AP dashboard on High risk drugs all compliant
 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84 • C -II Cabinet locked and the key controlled by a pharmacist.
 • CII drugs being promptly returned to cabinet after prescription filled.
 • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
 • Door combination different than other doors in the store.
 • No food or drink in the pharmacy refrigerator.
 • No jackets, purses or backpacks etc.
 Reviewed CII and Fridge all compliant
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

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| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Reviewed GFD with RPH and randomly reviewed filled and rejected hard scripts for compliance and forms needed to transmitt to DEA | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

(3) Achieving Expectations

| | | | | |
|-----|--|--|-----------|------|
| Q93 | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | Observed workflow counter and workflow with Pharmacist and technician working in tandem. All compliant | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|------------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments

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box below

| | | | | |
|------------------|---|---|------------------------|-----------|
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | (3) Achieving Expectations | | | |
| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q29 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | Pharmacy is consistent | 0.00/0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | Pharmacy is HIV COE and the two pharmacist are both trained | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| Q27 | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 |
| Q85 | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | none at this moment | 0.00/0.00 | 0.00 |
| Q86 | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | none at this time | 0.00/0.00 | 0.00 |
| Q87 | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | no | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

| | | | | |
|--|--|--|--|----------------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | SM and RXM go over operating statement and performance metrics to celebrate wins and go over opportunities for improvement: | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | > deletes list > calls | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Promoting immunizations during peak seasons. • Making adherence calls and completing building 90 day adjusted scripts are at yellow stage on OGSM and will continue to improve the next two months • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q38 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 0.00 |
| | | | | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | still an opportunity. Today observed store, look well merchandise and in stock ... consistency!!! | 0.00/0.00 0.00 |
| | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q31 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | on going to improve and take risk, and think out of the box. Clothing might a big category in this store | 0.00/0.00 0.00 |
| | | | | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> | all metrics on scorecard are above goal and growing | 0.00/0.00 | 0.00 |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services | N/A | 0.00/0.00 | 0.00 |

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- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- Q64
- What are the actionable items you will drive in the upcoming weeks?
 - What did you get out of the visit today?
 - (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

Improve verbiage for waiter% scripts and increase efficiency in 90 call and verbiage around the patient needs

0.00/0.00 0.00

Document your conversation in the comment box below.

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM

> good communicator
> well engaged
> nice customer and patient service

0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM

> better verbiage for receipt surveys, waiter% and 90 day script growth

0.00/0.00 0.00

Q67 List key focus areas discussed with the SM/RXM

> Flu shot and BTS immunization
> increase efficiency in 90 day
> Review delete list and calls

0.00/0.00 0.00

RxM Core Competencies

0.00/0.00 0.00

Pharmacy Manager Core Competencies

0.00/0.00 0.00

Operations/Business Leadership

- Q69
- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

operational is pretty sound, promoting the Walgreens Brand and services to create the loyalty in the community is a challenge that should be met. SM and RXM working together to promote services

0.00/0.00 0.00

Document your conversation in the comment box below.

People Leadership

- Q70
- Encourages an atmosphere of open two-way communication.
 - Shows mutual respect while promoting and developing a diverse and inclusive team.

> Two way communication is accepted and opinions and ideas is welcomed by the TM's and store management. Respect is observed and realized at this location

0.00/0.00 0.00

Document your conversation in the comment box below.

Strategic Leadership

- Q71
- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
 - Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

embrace change and is communicated to ensure consistency

0.00/0.00 0.00

Document your conversation in the comment box below.

Customer Leadership

- Q72
- Anticipates and responds to customer needs.
 - Maintains ethical boundaries and confidentiality in all internal and external customer interactions.

Customer service issues is met and dealt with urgency

0.00/0.00 0.00

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

- Q73
- 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

Document your conversation in the comment box below.

Functional Competency

- Q74
- Counseis Patients Effectively
 - Maintains Pharmacy Expertise
 - Manages Time Effectively

observed proactive counseling to patients and maintained expertise in

0.00/0.00 0.00

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Store Walk Summary : District Manager Pharmacy FY16

01403 - VI Nguyen,MGR

Participant : Buenos R Selor SM/ DM/ RPH
Auditor Role :
Auditor Department : District
Response Date : Wed 07/27/2016 14:00 Central Daylight Time

| Questionnaire | Wed 07/27/2016 14:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of todays visit: > 90 efficiency > Pulse and the Frontier > NPS > Med B Readiness > Outreach flu shot > BTS > How many Step does it take to fill a waiter script | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Discussed with SM on 5mm in he Pharmacy. A New Rxm has been put into the Pharmacy and is being upscaled and acclimated to the Walgreens System of the "Huddle" | | |
| Q15 <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Recognition is alive within the pharmacy with everybody recognizing each other | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and | | |

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| | | | | | |
|--|---|--|---|------------------|-------------|
| | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>responds to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>AS busy as this pharmacy is I was welcomed. Observed the pharmacy and the interaction of Pharmacist and Technician to Patient. Good engagement which is indicative of their NPS score at 70%</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q16</p> | <p>Over the course of the last several visits, how has the rating changed?</p> | <p>Consistent</p> | <p>Pharmacy is consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76</p> | <p>Add necessary GROW coaching comments below</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | <p>> go over 90 day efficiency with RX team > Ask the Pharmacist how many steps does it take to fill a waiver > Listen to verbiage of the pharmacist and Technician to increase waiver percentage which is currently at 47%</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17</p> | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district | | | <p>0.00/0.00</p> | <p>0.00</p> |

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- update or area wrap up?
- Discuss handling of customer/patient complaints
- What challenges/areas of concern can I provide additional guidance for during the visit?

> Review Med B readiness in the pharmacy with Binder/folder and license in visible view for the patient to see
 > Review and ask the status of the outreach portal and execution of flu shot off site

Follow-Ups from Previous Visits 0.00/0.00 | 0.00

Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)

Reviewed Scorecard with SM and RX Team, all metrics are above goal with the exception of wait time which the store manager is working with New RXM to reduce. Frontier, trying to have the RPH to be part of the Pulse meetings and be upscaled in core skills

- Q18
- How is the store progressing? If not, understand why.
 - What are some next steps?

0.00/0.00 | 0.00

Add necessary GROW coaching comments below

> Schedule Pulse meeting with RPH
 > Observe and add new verbiage to Rx TM's to increase waiters

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

- Q19
- Agree upon next steps
 - Confirm and document next touch point to discuss progress against plans.

0.00/0.00 | 0.00

Add necessary GROW coaching comments below

> Need to review amber vials for procedural change in crossing out the name, prescription number and bar code
 > Talk to New RXM about the Activity log sheet to sign

Workforce Planning 0.00/0.00 | 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Discussed with store manager regarding DH working in on a daily schedule to assist in the Pharmacy. Both in the morning and afternoon. 3 DH have been upscaled on the DH checklist

0.00/0.00 | 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 | 0.00

Pharmacy Department CNO- Experience, Execution and 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

| | | | | | |
|------------|--|--|--|------------------|-------------|
| | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | <p>outs in the ask your pharmacist section</p> <ul style="list-style-type: none"> • All signage up to date • Department is generally organized • Product off of floor and 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 | <p>Reviewed the PHI room and the overall pharmacy and signage all is compliant</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q21</p> | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | |
| | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | <p>Consistent</p> | <p>Pharmacy is compliant and consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Pharmacy Operations- Execution and Efficiency</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q22</p> | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>Reviewed scorecard with RX leaders and SM and reviewed all metrics. Also observed counseling and face to face interaction of pharmacist and patient all compliant</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q23</p> | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | <p>Reviewed the CII cabinet and Fridge and reviewed returns for compliance, Reviewed Queues for compliance and 12 day turnover and disposition. Review outdates and WCB for compliance</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using | <p>Reviewed AP dashboard for</p> | | <p>0.00/0.00</p> | <p>0.00</p> |

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Q24 ACOB billing when appropriate to avoid RX price modifies?
 • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
 • Is the store utilizing amber vials before using stock bottles when filling prescriptions?
 • Are Rx refunds and 3rd party charge backs properly reviewed and handled?
 • Is Rx hazardous waste being properly handled?
 • Are the correct procedures being followed for SDLs?
 high risk products which this location does not have
 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84 • C-II Cabinet locked and the key controlled by a pharmacist.
 • CII drugs being promptly returned to cabinet after prescription filled.
 • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
 • Door combination different than other doors in the store.
 • No food or drink in the pharmacy refrigerator.
 • No jackets, purses or backpacks etc.
 CII cabinet and Fridge is compliant and cno
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies
 0.00/0.00 0.00

Potential questions include, but are not limited to:

Q25 • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 • Do all pharmacists have access to the state's PDMP website?
 • Are all pharmacists signing the Rx Activity log books or Transaction Journals?
 • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
 • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
 • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

Q92 • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 • Do all pharmacists have access to the state's PDMP website?
 • Are all pharmacists signing the Rx Activity log books or Transaction Journals?
 • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
 • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
 • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?
 Reviewed GFD with Pharmacist and randomly reviewed open scripts and refused file hard copy scripts for process and procedure all compliant which include DEA transmittal usage
 0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2)
 With the new addition of the monitor and keyboard in the filling counter a wish and a win to increase productivity
 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Remains a development opportunity
 with the new RXM a transition I graded a developmental opportunity until transition is comfortable and seamless
 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality
 0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

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|--|---|---|-----------------------|-----------|------|
| Q26 | <ul style="list-style-type: none"> • is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> • completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | Not discussed new RXM | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | New RXM transition | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | Compounding and immunization store. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | None at this time | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | none | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | no | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | | | |
| Q30 | <ul style="list-style-type: none"> • is the SM able to effectively connect operational processes with key financial and performance metrics? • is financial acumen a development opportunity for store leadership? | SM and RXM (New) briefly went over financial acumen, but more will come through | | 0.00/0.00 | 0.00 |

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|---|--|---|--|----------------|
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | transition period with the pharmacy | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | N/a | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | An opportunity to improve and to promote the Brand and Services to the community | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Pharmacy has the opportunity to improve and RXM and SM starting a new relationship to upscale and improve operations | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | an opportunity to improve FE sales and taking risk to improve merchandising with variety to bring customers into the store | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | an opportunity to grow and find new and historically proven items to merchandise | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | Review score card with exception of the Wait times all metrics are above goal | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | N/A | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | > Improve verbiage to improve Wait Times > Continuous improvement in 90 day efficiency | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > good communicator with new RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | New RXM pending Working relationship with the New RXM and upscaling operations with the new RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | New RXM | 0.00/0.00 | 0.00 |

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Document your conversation in the comment box below.

People Leadership

| | | | | |
|-----|--|---------|-----------|------|
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | New RXM | 0.00/0.00 | 0.00 |
|-----|--|---------|-----------|------|

Document your conversation in the comment box below.

Strategic Leadership

| | | | | |
|-----|---|---------|-----------|------|
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | NEW RXM | 0.00/0.00 | 0.00 |
|-----|---|---------|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

| | | | | |
|-----|---|---------|-----------|------|
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | New RXM | 0.00/0.00 | 0.00 |
|-----|---|---------|-----------|------|

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | | |
|-----|--|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> 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 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | | |
|-----|---|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | RPh counsel patients effectively and Maintains Pharmacy expertise | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Document your conversation in the comment box below.

| | | | | |
|---|--|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

| | | | | |
|--------------|--|--|-----------|------|
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
|--------------|--|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | | |
|-----|---|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 3 to 4 DH are a staple at this location with amount of script volume and customer interaction | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|-----------------------------------|--|--|-----------|------|
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|--|-----------|------|

| | | | | |
|------------------------------------|--|--|-----------|------|
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
|------------------------------------|--|--|-----------|------|

| | | | | |
|-----|---|---|-----------|------|
| Q89 | List the key benefits from the perspective of the manager | > DM praising the Pharmacy for metrics over goal > Made recommendation the process of Amber vials in crossing out HIPPA information > Changing the Verbiage on Waiter scripts | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

| | | | | |
|-----|--|------|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | none | 0.00/0.00 | 0.00 |
|-----|--|------|-----------|------|

> Change verbiage to patients regarding waiters " Ms Jone your prescription will ready in 15 minutes please have a seat and we will call you when it is ready or Ms Jones your prescription will be ready in 10 minutes

| | | | | |
|-----|---|---|-----------|------|
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | please have a seat or checkout our specials in BTS or prescription otc items at BOGO AND We will page you when it is ready" > Schedule RPH on pulse meeting to be upscaled in core skills > Review the process of return RTS amber vials and to cross out the name, prescription number and barcode | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

00896 - Tedman Woo,MGR

Participant : Melissa May/Tedman Woo
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 07/28/2016 12:00 Central Daylight Time

| Questionnaire | Thu 07/28/2016 12:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

| | | | | |
|---|--|---|-----------|------|
| Objectives of visit | | DM Summit DM Train the Trainer must select a store for: One Box Upskilling. Pharmacy Compliance --- (choose a store to complete the following) <i>Work with SM to prepare to use his store for training examples and also to help with the RX D235 facilitation of these workshops in our own district.</i> | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Shrink Binder FE Sales 90 Day NPS/Measure Owners and calculations weekly with the Pulse How is that going? Team member returning from disability w/different restrictions than store was told. SFL transferring in-a step down from ASM-T | 0.00/0.00 | 0.00 |

| | | | | |
|---------------------------------|--|--|------------------|-------------|
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

| | | | | |
|---|--|---|-----------|------|
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 | <ul style="list-style-type: none"> How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | SM was doing the 5mm today Very engaging. Thanking the team and giving praise. Talking about upcoming projects, challenges and getting his team excited | 0.00/0.00 | 0.00 |

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

| | | | | |
|---|--|-----|-----------|------|
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM | | (2) | 0.00/0.00 | 0.00 |

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why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | |
|--|--|--|---|
| Q76 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | <p>Some team members offer great proactive ECC and I want to recognize that. However, it is still inconsistent. When SBA is in cosmetics I have rarely observed good service. I do see leadership remodeling ECC. FE cashier was great today.</p> <p>0.00/0.00 0.00</p> |
| Objectives and Discussion with SM | | | 0.00/0.00 0.00 |
| District Update | | | 0.00/0.00 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | <p>SFL transferring in from ASM-T demotion. Want to discuss the challenges and the best was to move forward with this. TM returned from disability, transferred to another location. RTW release information is contradictory. SFL is going to computer boot camp for three months. Would like to support him</p> | 0.00/0.00 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 0.00 |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 0.00 |
| Q19 | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>Amber vials-Can clearly see patients name This is not HIPPA compliant Order China Markers/Grease Pencils In Rx Please work towards: Redo Fast Rack over July 4th long weekend Order multi silver license frame 175-169 Rxm License expires 08/16 In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date-prometh signage not up Product off of floor and clear path to all fire exits No additional stock bottles in the fill area</p> | 0.00/0.00 0.00 |
| Workforce Planning | | | 0.00/0.00 0.00 |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team | | | |

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| | <ul style="list-style-type: none"> members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | 0.00/0.00 | 0.00 |
| | <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> in what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? in what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | | |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | (2) | 0.00/0.00 | 0.00 |
| Q77 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | Improved Great support from Leadership in embracing ways to improve efficiencies. | 0.00/0.00 | 0.00 |
| Q22 | | | | |
| Q23 | | Improved | 0.00/0.00 | 0.00 |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? | | | |
| Q24 | | Needs improvement | 0.00/0.00 | 0.00 |

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- is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | | |
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| Q84 | | Needs improvement | 0.00/0.00 | 0.00 |
|-----|--|-------------------|-----------|------|

Add necessary GROW coaching comments below

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| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

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| Q25 | | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
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- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

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| Q92 | | | 0.00/0.00 | 0.00 |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|-----------------------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

There is great progress but CNO and efficiencies remains a development opportunity
Need to get a proper rack for RX bins. Not a BB rack. Something more efficient and appropriate

| | | | | |
|--|------------------|--|-----------|------|
| | Pharmacy Quality | | 0.00/0.00 | 0.00 |
|--|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?

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| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | secured properly Please be sure leadership sign reviews and signs off on monthly peer review • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | Consistent | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |

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| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Waiter Pilot BTS vaccinations | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |

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| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | Great support from Leadership in embracing ways to improve efficiencies in RX. Great team work with FullBox | 0.00/0.00 | 0.00 |
| Q66 List store opportunities discussed with the SM/RXM | Continue to work on efficiencies as we discussed you won't lose hours if you are more efficient, and you won't gain hours if you are not! Continuous improvement is needed. | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> <p>Discussed PTCB with ASM. Very qualified and capable but is holding herself back.</p> | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |

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| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | SFL that is trained transferring in. Waiter Pilot seems to be working and helping with workflow Less stress in RX. | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | RX hours when flu season hits. No hours for Grad Intern-have to work coordinate schedule. How will such an undersize store do without overhead shelving | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | Barriers to NPS-Store was doing so well-Drill down Be sure to work Ad Bulletin Last months Next Step: Amber vials-Can clearly see patients name This is n ot HIPPA compliant Order China Markers/Grease Pencils In Rx Please work towards: Redo Fast Rack over July 4th long weekend Order multi silver license frame 175-169 Rxm License expires 08/16 In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date-prometh signage not up Product off of floor and clear path to all fire exits No additional stock bottles in the fill area | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01241 - Emily Ma,MGR

Participant : Melissa May/Rachael Rodman
Auditor Role : Store Manager
Auditor Department : District
Response Date : Wed 07/06/2016 12:00 Central Daylight Time

| Questionnaire | Wed 07/06/2016 12:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | SM needs to work on being FullBox by going into the pharmacy the first hour everyday. RX NPS VBPT Waiter Pilot How is it going with the Pulse. IC3 is reactive so focus needs to be on being proactive. Need to help build a cushion for the day. Find the proactive times they need help. SM should watch the window and let the tech and Rxm get caught up for the day. By time you leave rx, they are ahead. Better use of time. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | | ECC has to come from all team members proactively and consistently. It cannot be only leadership that remodels ECC. At some point TM's need to be held accountable. | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |

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| | | | |
|--|-----------|------|---|
| District Update | 0.00/0.00 | 0.00 | <p>Not able to transfer in new tech. Discovered rate was not checked or confirmed with the tech who is from out of the area. Has a different payclass and wage which is causing complications. This needs to be a learning experience.</p> |
| <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | | | |
| <p>Q17</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | 0.00/0.00 | 0.00 | |
| Follow-Ups from Previous Visits | 0.00/0.00 | 0.00 | |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | | <p>Manpower ASM and the Pulse</p> |
| <p>Q18</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | 0.00/0.00 | 0.00 | |
| <p>Add necessary GROW coaching comments below</p> | | | <p>Previous Months Next Steps: Document ALL conversations with staff rph regarding people skills. Continued GROW conversations with staff rph regarding her people skills. Work with RXM on staff performance review as they come up. Ensure DM is able to view for coaching for submitting. FE Dress code must be enforced. Please print and cover with all team members. Barriers to consistency with FE Smart count at 100% Daily SM is to drive NTT with pharmacist on duty that day. TEXT messaging-offer to all patients. Open ticket for rx pinpad. If it continues not to work, email ALL tickets ever opened to DM. Order Silver Frames for RX licenses.</p> |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | | | |
| <p>Q19</p> <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 | |
| <p>Add necessary GROW coaching comments below</p> | | | |
| Workforce Planning | 0.00/0.00 | 0.00 | |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> | | | |
| <p>Q20</p> <ul style="list-style-type: none"> • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets | 0.00/0.00 | 0.00 | <p>There is much opportunity in Manpower needs and retention Challenged to keep a stable staff.</p> |

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- are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- Q21
- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
 - In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
 - Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
 - Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
 - Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
 - Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
 - Is the sharp container stored inside the pharmacy when not in use?

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

- Q77
- If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

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0.00/0.00 0.00

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- Q22
- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 - In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments
 - In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Q23
- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 - Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 - Has the Rx Smart Count been completed for each of the last seven days?
 - Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 - Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 - Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of

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the items expired?

- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | | |
|-----|--|------------|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | Consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | |
|-----|---|------------|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

| | | | | |
|-----|---|--|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | | 0.00/0.00 | 0.00 |
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| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | 0.00/0.00 | 0.00 |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| Q28 | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Q27 | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| Q85 | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Q86 | Add necessary GROW coaching comments below | | | |
| | | Opportunity: Recognizing and supporting | | |

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| | How is store leadership providing operational support? | | marketing campaigns are fully executed by ALL RX team member | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | Introduction of services to team members. Ensuring they are aware of any new services and observe that they are letting patients know of the new services consistently. | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales. Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | SM and ASM need to be involved daily in the following: Promoting immunizations during peak seasons. | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | <ul style="list-style-type: none"> Supporting the Rph's (especially floaters and relief) Making adherence calls and completing consultations on a regular basis Calling return to stock daily-ASM/SM Completing outreach program - ASM/SM Consistently offers secondary services. ALL RX team members | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 | 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | I have not observed "Promoting pharmacy services" by the entire Rx team when I am in Rx or observing from outside the pharmacy. | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services | | | 0.00/0.00 | 0.00 |

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| | <ul style="list-style-type: none"> • Specialty at retail, Immunization, Healthcare Clinics | | |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? | | |
| Q64 | <ul style="list-style-type: none"> • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | |
| Q69 | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. | | |
| Q70 | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | |
| Q71 | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | |
| Q72 | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| | <ul style="list-style-type: none"> • is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. | | |
| Q73 | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Functional Competency | | |
| | <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | | |
| Q74 | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | |
| Q75 | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |

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Q90 List the key concerns from the perspective of the manager.

0.00/0.00 0.00

Was not able to cover last months next steps: Document ALL conversations with staff rph regarding people skills. Continued GROW conversations with staff rph regarding her people skills. Work with RXM on staff performance review as they come up. Ensure DM is able to view for coaching for submitting. FE Dress code must be

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

0.00/0.00 0.00

enforced. Please print and cover with all team members. Barriers to consistency with FE Smart count at 100% Daily SM is to drive NTT with pharmacist on duty that day. TEXT messaging-offer to all patients. Open ticket for rx pinpad. If it continues not to work, email ALL tickets ever opened to DM. Order Silver Frames for RX licenses.

Store Walk Summary : District Manager Pharmacy FY16

13667 - Turny Mao,MGR

Participant : Melissa May
Auditor Role : Store Manager
Auditor Department : District
Response Date : Mon 08/08/2016 10:00 Central Daylight Time

| Questionnaire | Mon 08/08/2016 10:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|--------------|----------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

Post new
 Community RX
 position in
 Oakland
 LTR
 Shrink Binder
 BTS
 Immunizations
 Print the parent
 letter for TDAP
 and post at BTS
 and stationary
 aisle
 Print same letter
 and have at the
 registers. Have
 cashiers educate
 and inform
 customers.
 Put BTS
 immunization
 with goal of 4 per
 week on local
 weekly pulse
 measure

During store
 visits, please
 reinforce with
 your store
 leaders that drug
 diversion and
 pharmacy losses
 can be identified
 through AP
 Dashboard RX
 metrics and Store
 Reports. Use the
 following tools to
 identify and
 mitigate drug
 diversion:

- Store Exception report -- SIMS: Rx Negatively Adjusted/Received vs Sold (updated weekly)
 AP Dashboard - HRxD (High Risk Drugs) (updated weekly)
 Significant negative adjustments (e.g., Smart count, Partial Fills) require follow-up.

Negative

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Q88 Prior to the visit utilize the comment box below to document your clear objectives.

adjustments should be investigated to determine the cause. Contact Asset Protection when there is a pattern of negative adjustments, any large unexplained negative adjustment, or a suspicion of drug diversion. Prescription Price Modifies and refunds may cause pharmacy losses; use the following tools to identify these losses:

0.00/0.00

0.00

- Store Cash Report – Price Modify and Refunds details (printed daily) AP Dashboard – High Risk Price Modifies and Refunds (updated weekly). Monitoring prescription price modifies and refunds can help identify theft, procedural issues, and training opportunities that contribute to loss.

As of 8/5/16, the Walgreens TrueResult® blood glucose meters and the Walgreens TrueTest® strips will be fully discontinued and called in from stores. In order to keep the patients who are currently on this Walgreens True Result/TrueTest platform, we are informing them of the upgrade we are offering to the Walgreens TrueMetric platform. Current customers on the Walgreens TrueResult/TrueTest platform will be sent a letter to inform them of the availability of Walgreens TrueMetric

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| | platform. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | |
| Team Member Engagement | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | |
| | Add necessary GROW coaching comments below | | |
| Customer Care | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | 0.00/0.00 | 0.00 |
| District Update | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Questions regarding Celis and the log book. Some of the team want to bring the log book back. Must cover this and get clarification on cell policy from HCS. | | |
| | Have tech calculate InMoment weekly NPS and share with team. | | |
| | Work with Rxm on how to complete Staff Rph's performance review. Important to upskill Staff. | | |
| | Cosmetic coverage at all times and especially during BMH events | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders | | |
| | Overdue PPL's | | |

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| | <p>(DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <p>Q19</p> <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>need to be a focus- WBA Code of Conduct and Business Ethics & Beauty University training.</p> <p>Send bullet points regarding "Find Insurance" that is not getting the correct informations as needed.</p> <p>Have tech calculate weekly InMoment RX scores to try to improve RX NPS.</p> <p>Bullseyes for the team members that want it and/or RX.</p> <p>Staff Rph/MGR should open ticket regarding "Find Insurance" as there seems to be incorrect information causing hold ups on the lines. Send DM the same info so it can be sent to the Retail Hub</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Workforce Planning</p> | <p>Questions regarding workforce planning may include, but are not limited to:</p> | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q20</p> | <ul style="list-style-type: none"> • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>Under payroll adoption. Did not have hours for Grad Intern</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> | | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q21</p> | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | <p>(4)</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q77</p> | | <p>Improved</p> | <p>Manager is continuously improving the stoe and rx CNO</p> <p>0.00/0.00</p> <p>0.00</p> |

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| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | Improved | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Working towards techs being able to multi task and become more efficient. | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | | | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? | | | |
| Q24 | <ul style="list-style-type: none"> Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | Improved on amber vials | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. | | | |
| Q84 | <ul style="list-style-type: none"> Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

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| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Improved | There are still improvements to be made but they are showing continuous improvement | 0.00/0.00 | 0.00 |
|-----|--|----------|---|-----------|------|

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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- Team members are having quality conversations some of the time

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| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | Capital improvement project on the bathrooms today | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Working towards the team being engaged in consistently offering secondary services. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Excessive outs in teh San Bruno check outs. Said ithad been out. Spoke with ASM and SFL as SM is on PTO. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | Execution and Work-flow efficiencies are an opportunity | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | BTS Immunizations and Outreach portal. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | | |
| | Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |

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| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| 1:1 Meetings | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |

San Bruno check outs must be kept full at all times
 Rethink how you decide what you are putting there. Is it turning?
 How are you deciding? How are you monitoring what your customers want?

Start working on cosmetics theft on franchise by putting in white cardboard per our conversation. Keep track and let me know if it helps.

Previous Months's next steps

Questions regarding Cells and the log book. Some of the team want to bring the log book back. Must cover this and get clarification on cell policy from HCS.

Have tech calculate InMoment weekly NPS and share with team.

Work with Rxm on how

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|-----|---|--|-----------|------|
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>to complete Staff Rph's performance review. Important to upskill Staff.</p> <p>Cosmetic coverage at all times and especially during BMH events</p> <p>Overdue PPL's need to be a focus- WBA Code of Conduct and Business Ethics & Beauty University training.</p> <p>Send bullet points regarding "Find Insurance" that is n ot getting the correct Informations as needed.</p> <p>Have tech calculate weekly InMoment RX scores to try to improve RX NPS.</p> <p>Bullseyes for the team members that want it and/or RX.</p> <p>Staff Rph/MGR should open ticket regarding "Find Insurance" as there seems to be incorrect information causing hold ups on the lines. Send DM the same info so it can be sent to the Retail Hub</p> | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, David
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 08/09/2016 16:00 Central Daylight Time

| Questionnaire | Tue 08/09/2016 16:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | BTS immunizations Record keeping Store MGR training in Rx NTT/LTR/RTS Off-sites WOLF Evaluations | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). • Approaches customers proactively and offers to assist them with their shopping experience. • Anticipates and responds to customer needs. • Demonstrates an appreciation | | | | |

Confidential

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|--|--|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Review ECC behaviors with staff Good to remind | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | PSE issue | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Continue to increase new customers and immunizations | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps | Immunizations HIV patients and meningitis | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Off sites

Add necessary GROW coaching comments below

Workforce Planning

0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?

Q20

currently staffed

0.00/0.00 0.00

- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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|-----|---|-----------|------|
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | 0.00/0.00 | 0.00 |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? | 0.00/0.00 | 0.00 |
| Q24 | <ul style="list-style-type: none"> Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | <p>Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | 0.00/0.00 | 0.00 |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? <p>Add necessary GROW coaching comments below</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? | 0.00/0.00 | 0.00 |

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| | <ul style="list-style-type: none"> Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | 0.00/0.00 | 0.00 |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| Q28 | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Q27 | | | | |

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| Add necessary GROW coaching comments below | | | | |
| How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Focus on LTR, NTT and RTS | 0.00/0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | 0.00/0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |

(3) Achieving Expectations

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|---|--|--|-----------|------|
| Q34 | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | | 0.00/0.00 | 0.00 |
| Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and | | | | |

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|--|--|--|-----------|------|
| Q81 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | compliance | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | Med D Immunizations | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | outreach, off sites, immunizations | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | workflow | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | LTR/RTS/NTT, VBPT | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Use Rxm/MGR checklist for weekly visits | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | Execution with excellence | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | Keep changing our team member's ECC behaviors | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | Leading Frontier and changes involved Creating actionable next steps | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? | | | |
| Q75 <ul style="list-style-type: none"> • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | PSE question reminder of immunizations | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | targets for next year | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | Start using the MGR/RxM weekly visit guide keep promoting BTS immunizations Continue to complete off site outreach portal Assist mgr with Rx training classes | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04558 - Rosanna Kwong,MGR

Participant : Ronda J Lowe, Jackie
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 08/10/2016 17:00 Central Daylight Time

| Questionnaire | Wed 08/10/2016 17:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Performance Evaluations Rx Training for MGR RxM/MGR weekly meeting notes Pulse sustainability Off-Sites 5 is the goal, complete webportal WOLF maintainace on MGR and RxM | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 | | Keep team members engaged with staff change | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds | | |

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| | <p>to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | | 0.00/0.00 | 0.00 |
| Q16 | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | 0.00/0.00 | 0.00 |
| Q76 | <p>Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | Consistent | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | 0.00/0.00 | 0.00 |
| | District Update | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Resolve Rx carpet issue Prepare for MGR Rx Training | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Keep on top of CMRs | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

| | | | | |
|-----|---|--|-----------|------|
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | Keep up the great job on the Frontier movement | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|--------------------|--|--|-----------|------|
| Workforce Planning | | | 0.00/0.00 | 0.00 |
|--------------------|--|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

| | | | | |
|-----|--|---------------|-----------|------|
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Fully staffed | 0.00/0.00 | 0.00 |
|-----|--|---------------|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | | |
|--------------------------------|--|--|-----------|------|
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
|--------------------------------|--|--|-----------|------|

| | | | | |
|---|--|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

| | | | | | |
|-----|---|-----|---|-----------|------|
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (4) | Waiting room looks great after painting | 0.00/0.00 | 0.00 |
|-----|---|-----|---|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|---|--|--|-----------|------|
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | | |
|-----|---|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with | | 0.00/0.00 | 0.00 |
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certificate page stored in the pharmacy record keeping system in file #10?

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
 - Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
 - Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
 - Is the store utilizing amber vials before using stock bottles when filling prescriptions?
 - Are Rx refunds and 3rd party charge backs properly reviewed and handled?
 - Is Rx hazardous waste being properly handled?
 - Are the correct procedures being followed for SDLs?
- Q24 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
 - CII drugs being promptly returned to cabinet after prescription filled.
 - Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
 - Door combination different than other doors in the store.
 - No food or drink in the pharmacy refrigerator.
 - No jackets, purses or backpacks etc.
- Q84 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 - Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 - Do all pharmacists have access to the state's PDMP website?
 - Are all pharmacists signing the Rx Activity log books or Transaction Journals?
 - Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
 - For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
 - Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?
- Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 - Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 - Do all pharmacists have access to the state's PDMP website?
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 - Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?
- Q92 0.00/0.00 0.00

(5) Outstanding

- Will pass all inspections (Fire, Steritech, etc.)
- No staging

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| | | or stock bottles in the fill area | | |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> All inventory procedures are being followed (no exceptions) Deletes are completed daily Bin reconciliation is completed consistently | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (4) | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | Focus on specialty cash out % and text messages % | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns | | 0.00/0.00 | 0.00 |

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- What are the current business results and goals?

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

| | | | | |
|-----|--|--|-----------|------|
| Q87 | | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|--------------------------------|--|--|-----------|------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
|--------------------------------|--|--|-----------|------|

| | | | | |
|---|--|--|-----------|------|
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

| | | | | |
|-----|--|---------------------------------------|-----------|------|
| Q30 | <ul style="list-style-type: none"> • is the SM able to effectively connect operational processes with key financial and performance metrics? • is financial acumen a development opportunity for store leadership? | SM/RxM review together weekly/monthly | 0.00/0.00 | 0.00 |
|-----|--|---------------------------------------|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | | |
|-----|--|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

- 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.

| | | | | |
|-----|--|----------------------------------|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | Keep promoting BTS immunizations | 0.00/0.00 | 0.00 |
|-----|--|----------------------------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | | |
|-----|--|------------|-----------|------|
| Q80 | | Consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promotions filled and signed
- Acceptable basic department outs
- Promoting pharmacy

| | | | | |
|-----|---|--|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
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- services
- Completing outbound calls (adherence, RTS etc.)

| | | | |
|-----|---|--|----------------|
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Rx training for mgr, work with RxM ECC: NPS, ask for surveys Complete web portal for off sites | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 5 off sites goal use RxM/MGR weekly meeting log | 0.00/0.00 0.00 |
| | RxM Core Competencies | | 0.00/0.00 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. | | |

| | | | | |
|--|---|---|-----------|------|
| Q72 | <ul style="list-style-type: none"> • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> | | 0.00/0.00 | 0.00 |
| Q73 | <ul style="list-style-type: none"> • is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> | | 0.00/0.00 | 0.00 |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | Continue to develop staff rph | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | Rx training for MGR | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | NPS, enough surveys, asking for surveys Placing name on the receipt is helping start mystery shops for NPS Focus on NPS both FE/Rx | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Almost all green on Rx metrics, keep it going strong | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13668 - Russell Kubota, MGR

Participant : Ronda J Lowe, Kevin
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 08/10/2016 10:30 Central Daylight Time

| Questionnaire | Wed 08/10/2016 10:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|---|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | Performance Evaluations Rx Training for MGR RxM/MGR weekly meeting notes Pulse sustainability Off-Sites 5 is the goal, complete webportal WOLF maintainace on MGR and RxM | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Off-sites Rx budgets | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | Rx Budgets | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders | | | |

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|-----|--|--|-----------|------|
| | (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | Frontier sustainability Rx compliance | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Fully staffed Concerned about FDF not approved for August and what the budget will be going into the Flu season and off site immunization budgets | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | (4) | 0.00/0.00 | 0.00 |
| Q77 | | Consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | BTS immunizations | 0.00/0.00 | 0.00 |
| Q23 | | Keep up the great job on Rx metrics | 0.00/0.00 | 0.00 |

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| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | Great job on keep up on CNO | 0.00/0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | | 0.00/0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |

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|--|---|-----------------------|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (4) | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | focus on Rx Waiters % | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | focus on Rx Waiters % | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |

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|-----|---|---------------------------|-----------|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | (2) | NTT, RTS | 0.00/0.00 | 0.00 |
| Q80 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | 0.00/0.00 | 0.00 |
| Q81 | <p>Overall Pharmacy Assessment</p> <p>Pharmacy strengths and opportunities</p> <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specially at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? <p>(Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)</p> <p>Document your conversation in the comment box below.</p> <p>Engagement, Experience, Execution and Efficiency Review</p> <p>Engagement, Experience, Execution and Efficiency Review</p> | Consistent | | 0.00/0.00 | 0.00 |
| Q62 | | | | 0.00/0.00 | 0.00 |
| Q63 | | | | 0.00/0.00 | 0.00 |
| Q64 | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Follow through on program | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Rx waiters % | | 0.00/0.00 | 0.00 |
| | | Rx waiters % | | | |

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

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| Q67 | List key focus areas discussed with the SM/RXM | Rx engagement and retention of staff | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Keep top talent engaged | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | Off site questions answered | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | Retention with budgeted hours changing monthly | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Rx Waiters NTT RX NPS: so close to target | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04609 - Wing Cheung,MGR

Participant : Ronda J Lowe, Cristal
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 08/10/2016 13:30 Central Daylight Time

| Questionnaire | Wed 08/10/2016 13:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|---|--|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | Performance Evaluations Rx Training for MGR RxM/MGR weekly meeting notes Pulse sustainability Off-Sites 5 is the goal, complete webportal WOLF maintainace on MGR and RxM | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 | Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Staff rph position | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | Performance evaluations | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Discuss with SM any Improvement steps that were discussed between the DM and Area leaders | | | |

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(DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

| | | | |
|-----|---|-----------|------|
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--------------------|--|-----------|------|
| Workforce Planning | | 0.00/0.00 | 0.00 |
|--------------------|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

| | | | | |
|-----|--|--|-----------|------|
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Need to find hours for techs, work with other stores | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--------------------------------|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
|--------------------------------|--|-----------|------|

Pharmacy Department CNO- Experience, Execution and Efficiency

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

| | | | | |
|-----|---|-----|-----------|------|
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (4) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | | |
|-----|--|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----|---|-----------|------|
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Potential questions include, but are not limited to: | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Pharmacy Quality | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |

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|--|---|--|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (4) | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | Focus on VBP, LTR, Text messages, specialty cash out % | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

| | | | |
|-----|---|-----------|------|
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

- 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.
- 5 off sites web portal

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q30 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

(3) Achieving Expectations

| | | | |
|-----|--|-----------|------|
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q31 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Overall Pharmacy Assessment

| | | | |
|--------------------------------------|--|-----------|------|
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|-----------|------|

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

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| | | |
|--|---|---|
| Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | BTS immunizations 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | |
| | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | |
| | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Workflow, VBPT, LTR Consistency in metrics from week to week 0.00/0.00 0.00 |
| RxM Core Competencies | | |
| Pharmacy Manager Core Competencies | | |
| | | 0.00/0.00 0.00 |
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| | | 0.00/0.00 0.00 |
| 1:1 Meetings | | |
| | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | Meet with new staff rph | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | Address tech hours workflow tips from new staff rph | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | focus on ECC behaviors with team | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

06557 - Janet Shaw, MGR

Participant : Ronda J Lowe, Ryan, Robert
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Fri 08/12/2016 16:00 Central Daylight Time

| Questionnaire | Fri 08/12/2016 16:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|---|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | St Mary's Bedside Delivery Program NPS, ECC behaviors Off Sites, 5 is the goal Complete the rest of the web portal | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Settle on BSD manager and hours goings forward | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | NPS focus Off sites | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |

Confidential

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Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

Q20

Got coverage plan for tech maternity

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

(4)

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Q22

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Q23

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | 0.00/0.00 | 0.00 |
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Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|------------------|-----------|------|
| Pharmacy Quality | 0.00/0.00 | 0.00 |
|------------------|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?

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|---|--|-----------|------|
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DFI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| Q29 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> <p>Consistent</p> | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> | 0.00/0.00 | 0.00 |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | 0.00/0.00 | 0.00 |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | 0.00/0.00 | 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |

| | | | | | |
|-----|---|---|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Finish web portal and get off sites booked | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | Rx Metrics: focus on targets | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS, etc.) | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |

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|--|---|---|
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| 1:1 Meetings | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • in what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | Got BSD manager settled 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | Budget, under budget: thus plan to hire a few part-time techs 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Next Steps: Ryan: hire a few part time techs, help Erica with her schedule at 15331, focus on Rx metrics, focus on Rx NPS; don't be shy to ask for a suvey 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01327 - Yong Li,MGR

Participant : Ronda J Lowe, Brett
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Mon 08/08/2016 16:00 Central Daylight Time

| Questionnaire | Mon 08/08/2016 16:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Scorecard Workflow Efficiency PSTB results Pulse Prep for Inventory | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers. | | |

Confidential

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Celebrate our VBPT improvement since our PSTB | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Offsite, finishing web portal | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | BTS immunization | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

| | | | | |
|--|--|------------|--------------------|-----------|
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | 0.00/0.00 | 0.00 |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! | | | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (4) | prep for inventory | 0.00/0.00 |
| Q21 | | | | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 | 0.00 |
| Q22 | | | | |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
| Q23 | | | | |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |

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| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | Prometh Cod counts ok | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | | 0.00/0.00 | 0.00 |
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Over the course of the last several visits, how has the rating changed?

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| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

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| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?

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| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DFI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | (4) | 0.00/0.00 | 0.00 |
| Q27 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> <p>Other Healthcare Services</p> <p>Other Specialty Pharmacy Services & Healthcare Clinics</p> <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | Consistent | 0.00/0.00 | 0.00 |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? if not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> | | 0.00/0.00 | 0.00 |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | | 0.00/0.00 | 0.00 |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.</p> <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |

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| | | (3) Achieving Expectations | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | Keep going on getting 5 off sites | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q30 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Consistent | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

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| | | (3) Achieving Expectations | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Consistent | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

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| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |

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| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | Opportunities: LTR, NTT, specialty cash out, text % | | 0.00/0.00 0.00 |

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| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | scorecard sustainability | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | Need to take charge and lead team Accountability | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Keep coaching and developing team | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | Great job on VPBT after PSTB | 0.00/0.00 | 0.00 |

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| Q90 | List the key concerns from the perspective of the manager. | Sustainability | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Evaluate if a PSTB is needed to help drive scorecard Keep preping for inventory: x bottles, face, mylars | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01126 - ,MGR

Participant : Ronda J Lowe, Turny, Joel
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 11/10/2015 15:00 Central Standard Time

| Questionnaire | Tue 11/10/2015 15:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Rx PSTB prep Immunizations Med D Frontier Next Steps | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | | (2) | 0.00/0.00 | 0.00 |
| Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Q76 | | Consistent | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | | Have a better understanding of the Rx PSTB diagnostics | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | | | |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | | Great progress on updating the store Aisle markers, floor tiles | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | | |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |

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| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Part Time Greeter | 0.00/0.00 | 0.00 | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | | |
| Add necessary GROW coaching comments below | | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 | |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (2) | workflow IC3 | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 | |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 | |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? | | | 0.00/0.00 | 0.00 |
| Confidential | | | | | |

- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

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|------------------|---|------------|----------------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | (3) Achieving Expectations | | |
| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| Q26 | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 0.00 |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| Q27 | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q85 | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q86 | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q87 | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |

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|--|--|-----------|------|
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |

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Document your conversation in the comment box below.

People Leadership

| | | | |
|-----|--|-----------|------|
| Q70 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Strategic Leadership

| | | | |
|-----|---|-----------|------|
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

| | | | |
|-----|---|-----------|------|
| Q72 | <ul style="list-style-type: none"> ▪ Anticipates and responds to customer needs. ▪ Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | Better prep for Rx PSTB Better understanding of the problem statement | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--|----------------------|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | Staffing for Rx PSTB | 0.00/0.00 | 0.00 |
|--|----------------------|-----------|------|

| | | | |
|---|--|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | Keep on top of Next Steps for OSA Need date for FE Service PSTB | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

04609 - Wing Cheung,MGR

Participant : Ronda J Lowe, Sam, Robert
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Fri 11/20/2015 15:47 Central Standard Time

| Questionnaire | Fri 11/20/2015 15:47 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Med D Fiu Next Steps from PSTB | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and | | |

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|-----------------------------------|---|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | PSTB Rx waiter next steps: Try new fishbones since no improvement lately Mini Rx PSTB with TMs | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? Add necessary GROW coaching comments below | Super waiters: new ideas? next bones on the fish? | 0.00/0.00 | 0.00 |
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face

Q22

0.00/0.00 0.00

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- consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

| | | | |
|-----|--|-----------|------|
| Q23 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

| | | | |
|-----|--|-----------|------|
| Q24 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | |
|-----|--|-----------|------|
| Q84 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | |
|-----|--|-----------|------|
| Q25 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?

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|--|---|-----------|------|
| | <ul style="list-style-type: none"> Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | |
| Q27 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | |
| Q86 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |

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|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |

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|--|---|--|------|
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| | | Next steps using next fish bone for Rx waiters | |
| | | improving the waiters | |
| | | review of mini pstb with TMs | |

Store Walk Summary : District Manager Pharmacy FY16

00893 - Mary Chu,MGR

Participant : Buenos R Selor / Mary Chu
Auditor Role :
Auditor Department : District
Response Date : Mon 11/23/2015 02:00 Central Standard Time

| Questionnaire | Mon 11/23/2015 02:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | OBJECTIVES: | | |
| | | > My first Pharmacy walk with store manager and Chief Pharmacist (very busy) | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > pulse review of Average wait time and Verified by promised time > review of Lines in pharmacy | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | | spoke with Pharmacy Technician : discussed during meetins with Pharmacy manager is : | | |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | > KPI's DRE's >PEER reviews >recognizing RX crew for a nice job on front window | | |
| Q15 | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | >opinions count in the pharmacy, two way conversation is established by RXM and Staff | 0.00/0.00 | 0.00 |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | Spoke with CSA with the following: | | |
| | Add necessary GROW coaching comments below | > flu shots and PM's > cross training with new employees on store procedures >ADA meeting and scannables with goals set to each CSA | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers | | |

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|--|---|--|------------------|-------------|
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>to assist them with their shopping experience .</p> <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>Pharmacy is reasonably neat at this time of day, workflow is organized and functioning F1, F4, and verified / Fill at single digit and double digit less than 30 at time of visit</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Consistent</p> | <p>Pharmacy is always consistent operationally and with Chief Pharmacist who is very Passionate with her business and detailing continuously to create business</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM District Update</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: • What would you like to accomplish during today's visit?</p> | <p>go over verified by promised time and action plan to improve from</p> | | <p>0.00/0.00</p> | <p>0.00</p> |

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|---|--|---|-----------|------|
| Q17 | <ul style="list-style-type: none"> What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | 45% to 55% as designated by the pulse review today, and average wait time | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | Cross training in the pharmacy in window the personnel in improving workflow by typing | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | prescriptions to reduce time in line. increase MTM counseling and language to seniors waiters | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | Training of personnel in pharmacy and provide ECC language created by ASM which is completed and is executed by pharmacy staff | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Cross training in both the FE and RX as Next steps in our last PSTB is still pending | | |
| Q20 | | | 0.00/0.00 | 0.00 |
| | Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| | Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and clear path to all fire exits No additional stock bottles in the fill area No product in prohibited areas | | |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | Rx staff is dressed appropriately and overall department is CNO, pharmacy is a little cluttered this time of day for a busy monday. Licenses displays properly | 0.00/0.00 | 0.00 |
| Q21 | | | | |
| | Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |

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- Refrigerator is free of unauthorized product (food/drink) and is clean
- DPI records are put away and secured properly
- Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent no documented visit, but visually consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Return to stock with with pharmacy technician (Chief was Busy) and review work flow and observed consultation in progress 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Worked with Pharmacy Technician and review aged and deleted 7day list all have reasons and currently working on the list. Returns are completed by tech in regards to ABC. Also reviewed AS400 returns with technician and CII's and salvage drugs are regularly completed daily and monthly 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

Q24

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Charge backs are completed weekly by technicians. Spoke with Technician regarding the hazardous waste which is disposed in blue bins. stock bottle are being used if the quantity is the same what it is prescribed 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

all is cno and compliant 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?

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| | | | | | |
|-----|---|-----|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | (4) | reviewed CII is secured, deleted are done daily and bin recon is completed weekly. Hard scripts are locked and secured. Chief pharmacist has two files for GFD | 0.00/0.00 | 0.00 |
|-----|---|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | | |
|-----|---|--|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

| | | | | | |
|-----|---|--|--|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|-----|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | N/a | 0.00/0.00 | 0.00 |
|-----|---|------------|-----|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | | | |
|-----|---|--|--|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|--|-----------|------|
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | on visual observations, they are very consistent in SOP when it comes to workflow and patient care | 0.00/0.00 | 0.00 |
|-----|---|------------|--|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

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| | | | |
|--|--|-----------------------------------|-----------|
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | n/a | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | n/a | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | no observations | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | all CNO | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| | | (3) Achieving Expectations | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |

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

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

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|-----|---|------------|-----------|------|
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department layouts
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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|-----|--|--|-----------|------|
| Q34 | | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

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|-----|---|-----------------------------------|-----------|------|
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|-----------|------|

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|-----------------------------|--|--|-----------|------|
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
|-----------------------------|--|--|-----------|------|

| | | | | |
|--------------------------------------|--|--|-----------|------|
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|--|-----------|------|

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

- Quality, Exception Queue Management Issues, Adherence
- Work-flow, Productivity, Pharmacy Condition
- Execution, Generic Efficiency
- Outreach, Services (specialty etc.)
- Basic key shrink control (modifies, HRxD, etc.)

| | | | | |
|-----|--|---|-----------|------|
| Q62 | Document your conversation in the comment box below. | opportunities in workflow to reduce lines and improve training in front line cashiers in the pharmacy | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

- Adherence, Acquisitions (Med D & Med B), Services
- Specialty at retail, Immunization, Healthcare Clinics

| | | | | |
|-----|--|---|-----------|------|
| Q63 | Document your conversation in the comment box below. | opportunity in FE promote pharmacy services (ie) MD and immunizations | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- What are the actionable items you will drive in the upcoming weeks?
- What did you get out of the visit today?
- (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

| | | | | |
|-----|--|---------------|-----------|------|
| Q64 | | Flu and Med D | 0.00/0.00 | 0.00 |
|-----|--|---------------|-----------|------|

Document your conversation in the comment box below.

| | | | | |
|---|--|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

| | | | | |
|---|--|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

SM very

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|-----|---|--|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | supportive of the Pharmacy and Chief Pharmacist passionate about her operations and creating business in the community work with RX staff to improve workflow and training as discussed during next steps from RX PSTB last week. to | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Reduce lines and Increase improvement in verified by promised time all relating to patient care | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Med D | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | Freeda is her top talent. SM recognizes her staff for hard working achievement brought by the SM and Chief | 0.00/0.00 | 0.00 |

| | | | |
|------------------------------------|---|--|----------------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | pulse meeting to improve wait times and verified by promised times | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | none | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | pharmacy initiative for FE and RX staff to promote | 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04609 - Wing Cheung,MGR

Participant : Ronda J Lowe, Robert
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 11/24/2015 13:00 Central Standard Time

| Questionnaire | Tue 11/24/2015 13:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Weekly Pulse Med D Immunizations ADA | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools?
- How is the store manager recognizing team members for doing their best work?
- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

excellent TM
engagement
All working
together on next
steps

| | | | | |
|-----|--|--|-----------|------|
| Q15 | | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

| | | | | |
|---------------|--|--|-----------|------|
| Customer Care | | | 0.00/0.00 | 0.00 |
|---------------|--|--|-----------|------|

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and

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| | | | | |
|--|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Find new ways to help increase waiters</p> <p>Next steps implementation from mini PSTB</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | <p>nice job on offsites</p> <p>keep focus on vbpt and waiter implement next steps of sorting out by wait times from mini pstb</p> | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

work on workflow to help reduce 21 hours of eavs in Rx

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

(2) better but still need some CNO

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Improved

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?

| | | | |
|-----|---|-----------|------|
| Q24 | <ul style="list-style-type: none"> Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Potential questions include, but are not limited to: | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Pharmacy Quality | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? | 0.00/0.00 | 0.00 |

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- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 0.00/0.00 0.00
Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services

0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics

0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

Q85 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

Q86 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales

0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards

0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

Q30 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
- Best item best store and Top 50 reports
- Department trend report and Front end sales driver

Q32 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Q33 0.00/0.00 0.00

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|--|--|------------------|-------------|
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| | <ul style="list-style-type: none"> • Is fully engaged and inspires engagement in others. | | |

| | | | |
|--|---|-----------|------|
| Q73 | <ul style="list-style-type: none"> • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counseles Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Great next steps from mini pstb if the next steps will help with waiters and vbpt CNO wait times waiters workflow

Store Walk Summary : District Manager Pharmacy FY16

01403 - VI Nguyen,MGR

Participant : Buenos R Selor / Eugene Wong
Auditor Role :
Auditor Department : District
Response Date : Tue 11/24/2015 10:00 Central Standard Time

| Questionnaire | Tue 11/24/2015 10:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | OBJECTIVES > MY FIRST RX WALK INVOLVING PSTB > Rx PSTB - reduce waiting time > FE and RX engaging working together in discoving barriers and find solutions | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | During PSTB Pharmacy technicians working discussing barriers and solutions to solve a common problem | 0.00/0.00 | 0.00 |
| Q15 <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? <p>If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.</p> <p>Add necessary GROW coaching comments below</p> | | statement and developing goals or barriers and finding solutions together. the group having open discussion and opinions | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer | | |

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|--|--|---|--|-----------|------|
| Q16 | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>Pharmacis and Rx staff engaging with patients and the of goal of reducing wait time and lines</p> | 0.00/0.00 | 0.00 |
| Q76 | <p>Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | Consistent | <p>opportunity of Leadership working with staff to have some continuity</p> | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | | |
| District Update | | | | | |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | working on Rx waiters barriers and solutions and developing ideas with staff members | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | | |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? <p>Add necessary GROW coaching comments below</p> | Next steps has been established and confirming and validating those next steps through accountability and person responsible | | 0.00/0.00 | 0.00 |

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| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | improving on facilitating PSTB from his first and DPR was present to witness his improvement | 0.00/0.00 | 0.00 | |
| | Workforce Planning | | 0.00/0.00 | 0.00 | |
| | Questions regarding workforce planning may include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | next step to get designated hitter in RX both night and day with the help and training from current technicians | 0.00/0.00 | 0.00 | |
| Q20 | | | | | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 | |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (4) | All Staff memeberare in correct uniform, licenses are up to date and current . Golod in stock conditions | 0.00/0.00 | 0.00 |
| Q21 | | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Need Leadership to manage crew to have a structure system in place and have direction with crew members | 0.00/0.00 | 0.00 |
| Q77 | Add necessary GROW coaching comments below | | | | |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CLI/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | n/a | work with RXA, technicians and ASM to go over systems and all applied task mentions above all have a designated point person and task is completed in a timely manner | 0.00/0.00 | 0.00 |
| Q22 | | | | | |
| Q23 | | | | | |

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

0.00/0.00 0.00

hazardeous waste are disposed in P1 blue bins. use stock bottle is sig. requires the quantity needed is the same that is in the stock bottle

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

0.00/0.00 0.00

review CII cabinet and all is compliant. Log book is in use with vial and security tags used. review fridg. all is compliant,

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

(3) Achieving Expectations

Potential questions include, but are not limited to:

Q25

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

review GFD file at the Pharmacy and Hard copies are filed upstairs and secured

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

Q92

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the

0.00/0.00 0.00

| | | | | |
|-----|---|--|-----------|------|
| | <ul style="list-style-type: none"> pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | n/a | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all Internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | this location provides compounding, immunizations, flu shot signage up | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | n/a | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | n/a | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | n/a | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | | |
|-----|--|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | bathroom clean. issues with system needs , fixing with fix it ticket | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|---|--|--|-----------|------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

| | | | | |
|-----|--|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | operating statement are discussed with SM and RXM once a month | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | | |
|-----|--|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | SM and DM review Bacon Report, time phase, FE sales driver and the importance and benefit of each report | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

| | | | | | |
|-----|--|---|---|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | SM review with RXM RX initiative and develop action to improve, staff members do and completed daily task in the pharmacy | 0.00/0.00 | 0.00 |
|-----|--|---|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|---|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | SM and staff are consistent and develops consistent best practices for good operational control | 0.00/0.00 | 0.00 |
|-----|---|------------|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|-----|---|-----|---|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | SM always reviews report to improve FE sales, review customer plan with instore leadership and ask for opinions that affect their store | 0.00/0.00 | 0.00 |
|-----|---|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|--|-----------|------|
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | two way conversation and opinions develop plans to improve basic line of continuous sales increase | 0.00/0.00 | 0.00 |
|-----|---|------------|--|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
|--------------------------------------|--|--|-----------|------|
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | | | |
|-----|--|----------------|--|-----------|------|
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition | opportunity to | | 0.00/0.00 | 0.00 |
|-----|--|----------------|--|-----------|------|

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| | | | | |
|-----|--|---|-----------|------|
| - | <ul style="list-style-type: none"> • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | improve MED D | | |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | improve flu and Med D conversation with customer / patients | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | improve engagement and developing on RXA opportunities in people leadership | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | excellent in team engagement and two way conversation | 0.00/0.00 | 0.00 |
| Q66 | List store oportunities discussed with the SM/RXM | work with RXA and people leadership | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | working with top talent and develop competencies with staff members / leadership | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | aslways review reports for oportunities and dvelope plan of action | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. | excellent wiht engagemnt with his staff members | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | alswyas focus and thinks how we can improve and is innovative to think out of the box when it comes to his operations | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | maintaining cooperative relationship with customers in his community | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> • Is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. | pharmacy service creating community to Champion the right to live and be healthy | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | n/a | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). | | | |

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Discussion topics may include, but not limited to the following:

| | | | | |
|-----|---|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | SM and myself discuss top talent in ASM Ricky HO and SFL Ben working with them to upscale to the next level in the management journey | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | better at PSTB facilitation | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | Framing barriers and solution in PSTB | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | keep practicing | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

03475 - Gordon Fung,MGR

Participant : Melissa May/Gordon Fung/Patti
Auditor Role : Store Manager
Auditor Department : District
Response Date : Fri 01/08/2016 11:00 Central Standard Time

| Questionnaire | Fri 01/08/2016 11:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|----------|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

| | | | | |
|---|--|---|-----------|------|
| Objectives of visit | | January Activation Plan in RX -Text when ready—During prescription intake, make the simple offer: "Ma y I send you a text message when your prescriptions are ready?" -Be exceptional with exceptions— We know that there are more TPR exceptions in January. Proactively, personally and consistently communicating details around exceptions (OOS, PFL,TPR, specially TPR, etc.) will guarantee a seamless pickup experience. -No one waits at Walgreens—Call for IC-3 when there are two people in line behind the person you are assisting. -Help our customers protect the ones they love. -Store Manager role in the pharmacy. -Mariya K. Intern -Full Frontier -LEAP -Manpower | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | | 0.00/0.00 | 0.00 |

| | | | | |
|--------------------------|--|--|-----------|------|
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

| | | | | |
|---|--|---|-----------|------|
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | Outside front of store and lobby was open and inviting. Left a garbage can in cosmetics for awhile. Promo aisle looked good. SFL approached me and wanted me to see the Valentines endstand he just built and the promo aisle. We went over and discussed his good work | | |
| Q15 | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? | | 0.00/0.00 | 0.00 |

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1

- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

and I made a few suggestions on how to get that extra item in the basket, extra sale. Adding in frames, slippers etc....
 Xmas follow through was good. Store is right on target. Check for xmas clearance going 90% and xmas callins.

Customer Care

0.00/0.00

0.00

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).
- Maintains composure and assists customers during difficult situations.
- Appropriately responding to EAS entrance and exit alarms
- Leverages available tools to identify solutions and

RX was extremely busy and it is challenging to listen in when techs/ph are speaking with patients (HIPPA)
 But the line was moving and the phonometer numbers were low.
 Team members seemed to be taking time for their patients and answering all their questions.

0.00/0.00

0.00

Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.).

Over the course of the last several visits, how has the rating changed?
 Q76 Add necessary GROW coaching comments below Consistent 0.00/0.00 0.00

Objectives and Discussion with SM 0.00/0.00 0.00

District Update 0.00/0.00 0.00

Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:

Q17 • What would you like to accomplish during today's visit?
 • What questions do you have for me? What questions do you have on the recent district update or area wrap up?
 • Discuss handling of customer/patient complaints
 • What challenges/areas of concern can I provide additional guidance for during the visit?
 Manpower. SFL gave notice. Mariya K. PH14 Full Frontier with ASM FLMA. 0.00/0.00 0.00

Follow-Ups from Previous Visits 0.00/0.00 0.00

Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)

Q18 • How is the store progressing? If not, understand why.
 • What are some next steps? 0.00/0.00 0.00

Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19 • Agree upon next steps
 • Confirm and document next touch point to discuss progress against plans. 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

SFL gave notice. SM is very independent and always has a plan in place. He is already training someone to step right in. SM also has another team member who he is grooming (James) to step up in the future. He seems to be a very strong candidate. SM has a PH14 going to school in PA who lives in the neighborhood and works during all her breaks from school. Mariya seems like a strong possible candidate for Rph in the future and loves the store. She made it a point to tell me

Questions regarding workforce planning may include, but are not limited to:

Q20 • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
 • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
 • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
 • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
 • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
 • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
 • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

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Gordon takes very good care of her. i.e. the different pay from PA to CA. It was already taken care of. Great follow through. SM does a great job with short and long term manpower planning

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Currently although the pharmacy is in pretty good condition, it is not where it should or could be with CNO. Back corner especially needs attention and organization.

Q21 (2) 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve. Add necessary GROW coaching comments below. Remains a development opportunity. SM is aware and already informed me he has a plan. Support Center had informed SM that there would be a PHR installed in August, however, there has not been any other notifications. SM had already taken down a gondola per instructions. 0.00/0.00 0.00

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Work flow was being followed. Out window only pharmacy. Very busy Friday afternoon.

Q22 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Q23 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?

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- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | |
|-----|---|--|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | C-II was locked and secured. Please no food or drinks in the RX. | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|--|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

Potential questions include, but are not limited to:

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|-----|---|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

| | | | | |
|-----|---|--|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|--|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
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| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
|------------------|--|--|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

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|-----|---|--|-----------|------|
| Q26 | <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | Patti is great on staying current and up to date on her pharmacies STARS. Peer reviews are completed on time. Need to work on getting the DPI boxes off the floor in RX. I observed consultations are consistently offered and provided to patients I observed Team members are having quality | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

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|-----|--|--|---|-----------|------|
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | conversations some of the time | | |
| | Over the course of the last several visits, how has the rating changed? | | Please try to work on team members acknowledging waiting patients and offering them any of the Walgreens services we have to offer per January Customer Plan. NPS scores are in the yellow and red. | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | We need to learn how we can take care of our patients so they want to give us a higher rating. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |
| | | | | | |
| | | | | | |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.</p> <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | Per our pharmacy activation meeting SM needs to have the weekly meeting with Patti to discuss any and all rx issues including store performance based on the most recent operating statement/IMPR OvE scorecards. Should be bringing the ASM and high performing SFL's | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |

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in on these meetings minimally periodically.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q30 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|-----|---|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q31 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

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| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

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| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|-----------|------|

There currently are opportunities in the following:

- Quality, Exception Queue Management Issues, Adherence
- Work-flow, Productivity, Pharmacy Condition
- Execution, Generic Efficiency
- Outreach, Services (specialty etc.)
- Basic key shrink control (modifies, HRxD, etc.)

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

But there are no major issues. Mainly fine tuning and getting more team members involved including the SM.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | |
|-----|--|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

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| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

SM to spend more time in RX and become more proficient in the Managers Role in Pharmacy. Read emails in the pharmacy. Listen to TMs

| | | | |
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| Document your conversation in the comment box below. | asking for text, immunizations, etc. SM to follow up on SOP and compliance. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | Great team and team engagement. Strong experienced RXM and team. | 0.00/0.00 | 0.00 |
| Q66 List store opportunities discussed with the SM/RXM | RX condition. NPS score. | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | PH14 Mariya January Activation Plan and follow through. PH1R Full Frontier | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 <ul style="list-style-type: none"> Counselis Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |

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| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Does not know if the RXM is going to retire or not. Pelli keeps bringing it up and never confirms. Difficult to plan ahead as she is non committal. SM to start leaning the Managers Role in RX and get up to speed. Spend more time in RX. Listen to his team follow up on January Customer Plan in RX. Manpower questions for Manpower team.

Store Walk Summary : District Manager Pharmacy FY16

04680 - Angelo Tungol,MGR

Participant : Ibrahim K Bilal, Brett, Munson
Auditor Role :
Auditor Department : District
Response Date : Fri 01/08/2016 11:00 Central Standard Time

| Questionnaire | Fri 01/08/2016 11:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -to engage with rxm and mgr -talk about immunization -follow up with CNO in the pharmacy -follow up with January customer plan | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | -rxm does not demonstrate that he is a brand ambassador; no five minute meetings were done in pharmacy -rxm not aware of the Valeant program | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

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| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>rxm is customer oriented and was helping a customer administer a flu shot during time of visit</p> <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | <p>-talked with mgr regarding cno situation inside pharmacy and proper organization -mgr is aware that he needs to make a 4ff display for the Valeant drugs inside pharmacy -discussed what pharmacy should look like and what good looks like</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Confidential</p> | <p>-pharmacy has not progressed from previous</p> | | |

| | | |
|---|--|-----------------------|
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | <p>walks -cno is not consistent -there is no communication between the two 10 hour pharmacist -rxm just returned from vacation and is not aware of the intercom plus upgrade and has difficulty navigating -opened drug bottles are not properly identified; instead of putting "X," they are swapping bottle caps; rxm created his own system, causing confusion -rxm saved empty bottles for ordering rather than following system</p> | <p>0.00/0.00 0.00</p> |
| <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | <p>-talked to mgr that he needs to monitor the pharmacy operation and follow up with all pharmacy staff regarding CNO</p> | <p>0.00/0.00 0.00</p> |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | |
| <p>Workforce Planning</p> | | <p>0.00/0.00 0.00</p> |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>no issues with workforce planning</p> | <p>0.00/0.00 0.00</p> |
| <p>Have a coaching discussion with your SM on ways to address workforce planning issues. Add necessary GROW coaching comments below</p> | | |
| <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00 0.00</p> |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00 0.00</p> |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? | <p>(1) Not Achieving Expectations</p> <ul style="list-style-type: none"> Waiting area not CNO In-window/out-window cluttered/n of clean immunization area is not clean and sterile Excess outs in the ask your pharmacist section Required signage missing, outdated, or damaged/n <p>-pharmacy department is not organized</p> | |

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|-----|--|--|---|-----------|------|
| Q21 | <ul style="list-style-type: none"> Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <ul style="list-style-type: none"> Department is not organized Product on floor Excessive stock bottles on the fill counter Product in prohibited areas Refrigerator is unorganized or contains unauthorized items (food/drink) DPI information is not stored or secured properly. Drive thru area is cluttered | <ul style="list-style-type: none"> pharmacy counter is cluttered -opened bottles of drugs are not "X" out but swapped with different caps -empty bottles of drugs are being saved for ordering rather than relying on the system | 0.00/0.00 | 0.00 |
|-----|--|--|---|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | |
|-----|---|-----------------------------------|-----------|------|
| Q77 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|-----------|------|

Pharmacy Operations- Execution and Efficiency 0.00/0.00 | 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | | |
|-----|--|---|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <ul style="list-style-type: none"> -need to follow up with TPRs -TPRs are around the 40 range for a low volume pharmacy | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | | |
|-----|---|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week -- Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return -- i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week -- Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <ul style="list-style-type: none"> -technicians are completing the deletes daily -technicians are doing the bin reconciliation | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 | 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

| | | | | |
|-----|--|---|-----------|------|
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | <ul style="list-style-type: none"> -rxm is not reviewing AP dashboard weekly | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Q84

0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies

0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

procedures are properly followed

0.00/0.00 0.00

(1) Not Achieving Expectations

- Product on floor
 - Excessive stock bottles on the fill counter
 - Product in prohibited areas
 - Refrigerator is unorganized or contains unauthorized items (food/drink)
 - Inventory procedures are not being followed (Smart Count, etc.)
 - Deleles
- pharmacy counter is cluttered with stock bottles prescription hard copies are not filed unnecessary trays are lying on the counter

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00 0.00

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| | are not being completed | | |
| | • Bin reconciliation is not being done | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Pharmacy Quality | | 0.00/0.00 0.00 |
| | | (3) Achieving Expectations | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | 0.00/0.00 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Other Healthcare Services | | 0.00/0.00 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| Q27 | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address | | |

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|--|---|-----------------------------------|-----------|------|
| Q86 | <ul style="list-style-type: none"> concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. | | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | 0.00/0.00 | 0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | | |
| Q34 | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | | 0.00/0.00 | 0.00 |
| Q81 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| Examples include but are not limited to the following: | | | | |

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|---|--|---|-----------|------|
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | <p>-rx needs to have better work flow and organizational flow</p> | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | <p>-cno in pharmacy -better organization of pharmacy -holding rxm accountable for pharmacy operations and condition -follow up with rxm on what he needs</p> | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | <p>-rxm is good with engaging with patients</p> | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | <p>-rxm needs to be accountable for cno condition of pharmacy -rxm needs to be aware of pharmacy initiatives such as the Valeant program -rxm needs to focus on driving rx sales -rxm needs to drive change in pharmacy and follow company sops</p> | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | <p>-cno -accountability -full box ownership</p> | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. | | | | |

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Q73

- Promotes wellness in the workplace.
- Demonstrates commitment to creating value for the company.

 0.00/0.00 0.00

Document your conversation in the comment box below.

Functional Competency

Q74

- Counsels Patients Effectively
- Maintains Pharmacy Expertise
- Manages Time Effectively

 0.00/0.00 0.00

Document your conversation in the comment box below.

1:1 Coaching/Feedback session with Store Leadership 0.00/0.00 0.00

1:1 Meetings 0.00/0.00 0.00

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

- How are you identifying your top talent?
- In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences)
- What challenges are you having with your low performers?
- In what ways are you using GROW to coach low performers?
- How are you using the discipline processes to performance manage low performers?
- How is the SM progressing against his/her developmental goals?
- Discuss career aspirations and how SM and DM can help in achieving those goals.
- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

-mgr needs to sit down and have weekly meetings with rxm and drive the full box
-mgr needs to hold rxm accountable for maintaining CNO of pharmacy
-mgr needs to hold rxm accountable for the smooth operation of pharmacy by following proper pharmacy sops

Add necessary GROW coaching comments below

Benefits, Concerns and next Steps 0.00/0.00 0.00

Benefits, Concerns and next Steps. 0.00/0.00 0.00

Q89 List the key benefits from the perspective of the manager 0.00/0.00 0.00

-holding the pharmacy accountable and driving change

Q90 List the key concerns from the perspective of the manager. 0.00/0.00 0.00

-if the pharmacy manager will ever drive change and or adopt to change

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits 0.00/0.00 0.00

-if the pharmacy manager will ever embrace the Frontier format
-CNO and organization of pharmacy

Store Walk Summary : District Manager Pharmacy FY16

03889 - Eugene Wong,MGR

Participant : Melissa May/Jan Gavieras/Luong Thai
Auditor Role : Store Manager
Auditor Department : District
Response Date : Sat 01/09/2016 00:00 Central Standard Time

| Questionnaire | Sat 01/09/2016 00:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|----------|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

| | | | | |
|---|--|--|-----------|------|
| Objectives of visit | | January Activation Plan in RX -Text when ready—During prescription intake, make the simple offer: "May I send you a text message when your prescriptions are ready?" -Be exceptional with exceptions—We know that there are more TPR exceptions in January. Proactively, personally and consistently communicating details around exceptions (OOS, PFL,TPR, specialty TPR, etc.) will guarantee a seamless pickup experience. -No one waits at Walgreens—Call for IC-3 when there are two people in line behind the person you are assisting. -Help our customers protect the ones they love. -Store Manager role in the pharmacy. -Med D -Current RXM leaving-Newly promoted RXM incoming and how to support | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | | 0.00/0.00 | 0.00 |

| | | | | |
|--------------------------|--|--|-----------|------|
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

| | | | | |
|--|--|---|-----------|------|
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and | | Team members are very engaged and are making a point to let me know they are happy with their new manager and everyone is adjusting nicely. They stated they now feel supported. Store had a great open friendly clean feel upon entering and | | |
| Q15 | | | 0.00/0.00 | 0.00 |

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|---------------|--|------------|--|------------------|
| | procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | outside was swept and looked good. | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | | 0.00/0.00 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | Great ECC I am surprised the NPS score is in the red as I hear proactive communication most of the time. Please work on the night and weekend crew and pro active ECC on the sales floor and in cosmetics. | 0.00/0.00 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | | 0.00/0.00 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 0.00 |
| | District Update | | | 0.00/0.00 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none">What would you like to accomplish during today's visit?What questions do you have for me? What questions do you have on the recent district update or area wrap up?Discuss handling of customer/patient complaintsWhat challenges/areas of concern can I provide additional guidance for during the visit? | | SM wanted to know about the incoming RXM and procedures to get her as the new PIC. Full Frontier and expectations as he is in the next upcoming wave. Moving the IC+ terminal | 0.00/0.00 0.00 |
| | Follow-Ups from Previous Visits | | | 0.00/0.00 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none">How is the store progressing? If not, understand why.What are some next steps? Add necessary GROW coaching comments below | | The store is progressing nicely. Forward moving in everyway. Very proactive and efficient. Has an open mind and takes action. | 0.00/0.00 0.00 |
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings <ul style="list-style-type: none">Agree upon next stepsConfirm and document next touch point to discuss progress against plans. Add necessary GROW coaching comments below | | Keep doing what you are doing! | 0.00/0.00 0.00 |
| | Workforce Planning | | | 0.00/0.00 0.00 |
| Q20 | Questions regarding workforce planning may include, but are not limited to: <ul style="list-style-type: none">How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ Have a coaching discussion with your SM on ways to address workforce planning issues. Add necessary GROW coaching comments below | | SM is very proactive in training and cross training and very smart about it. He is training a FE team member who wanders and can be disruptive but has great ECC, to help make RX deletion calls and will be training her to put away RX ABC orders. A smart win-win move. | 0.00/0.00 0.00 |
| | Pharmacy Operational Deep Dive | | | 0.00/0.00 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: <ul style="list-style-type: none">In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?Are all team members' licenses up to date and displayed appropriately, including team | | Overall rx condition is good but need to pay attention to detail. Clear the area where the in | |

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|--|--|--|---|-----------|------|
| Q21 | <p>members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?</p> <ul style="list-style-type: none"> Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (2) | <p>window will open and any clutter on the floor. Counters MUST be cleaned everyday with alcohol and be hospital clean no exceptions.</p> | 0.00/0.00 | 0.00 |
| <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | | |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | | | | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| Pharmacy Operations- Execution and Efficiency | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> | | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 | 0.00 |
| <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> | | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | | | | |
| <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> | | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | <p>ABC returns and orders were a problem but with retraining from OLS they have become very proficient and have not had any exceptions. Great improvement.</p> | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>In what ways are proper security procedures being followed in the pharmacy, including</p> | | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | <p>The C -II Cabinet locked and the key controlled by a pharmacist and the CII drugs were being promptly returned to cabinet after prescription filled.</p> | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>I did not observe any food or drink in the pharmacy refrigerator as well as no jackets, purses or backpacks etc.</p> | | | | | |
| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions include, but are not limited to:</p> | | | | | |
| <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith | | | | | |

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|-----|---|-----------|------|
| | Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | 0.00/0.00 | 0.00 |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

| | | | | |
|-----|---|-----------|------|---|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) | 0.00/0.00 | 0.00 | Pharmacy condition has been improving and just need to continue forward with it. With incoming new RXM the standards will be set. |
|-----|---|-----------|------|---|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | | |
|-----|---|-----------|------|--|
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 | RXM did a great job with having All STARS cases are completed as well as having his peer reviews completed. Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time |
| Q26 | | | | |

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|--|-----------|------|
| Other Healthcare Services | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| How are team members informing customers of available clinic services at this location? | | |
| Q85 • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| How is store leadership providing operational support? | | |
| Q87 • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| Business Performance and Sales | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | 0.00/0.00 | 0.00 |
| Q30 Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| (3) Achieving Expectations | | |
| • Promoting immunizations during peak | | |

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>seasons.</p> <ul style="list-style-type: none"> • Making adherence calls and completing consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | Sm is very confident and supportive of his pharmacy | 0.00/0.00 | 0.00 |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan as possible • Promo locations filled and signed but work on market basket and sharper merchandising • Acceptable basic department outs • Promoting pharmacy services | 0.00/0.00 | 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Improved | Improvement with the new incoming SM. | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | | 0.00/0.00 | 0.00 |
| Q63 | <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Q64 | <p>Document your conversation in the comment box below.</p> <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Per our pharmacy activation meeting SM | | 0.00/0.00 | 0.00 |

| | | | | |
|---|---|---|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | needs to have the weekly meeting with the newly promoted RXM to discuss any and all rx issues including store performance based on the most recent operating statement/IMPR OVE scorecards. Should be bringing the ASM and high performing SFL's in on these meetings minimally periodically. New incoming newly promoted RXM and supporting her in her new role. Manager role in the pharmacy and actually having the SM walk through the manager role with me as time permits. Moving IC+ Great improvements in the store and RX. | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | Jan absolutely encourages an atmosphere of open two-way communication and shows mutual respect while promoting and developing a diverse and inclusive team. very strong people and leadership skills. Does not runaway from a challenge or a tough situation. Great demeanor | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | Jan is proving himself by leading change in the short time he has been in this location by challenging the status quo through identifying and trying out new ideas and approaches. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | He has won over his new crew and is well respected already. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. | | | | |

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| Q73 | <ul style="list-style-type: none"> • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13669 - JOE LI,MGR

Participant : Ibrahim K Bilal, Calvin, Albert
Auditor Role :
Auditor Department : District
Response Date : Fri 01/08/2016 09:45 Central Standard Time

| Questionnaire | Fri 01/08/2016 09:45 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -to measure engagement in pharmacy -talk about Valeant drugs -talk about pharmacy customer plan | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | -asked rxm what kind of support he is getting from store leadership and district leadership | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | -rxm has great relationship with manager and store leadership | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | -rx team is very excited and engaged -rx is very clean and organized | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | -getting the feel from the pharmacy perspective regarding engagement | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | -knowing what kind of support pharmacy needs | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | pharmacy is consistent and trending towards the right direction | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | rxm is a newer rxm and is still learning | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

staff pharmacist is getting transferred rxm is concerned with who will be staffing as his staff pharmacist

0.00/0.00 0.00

Q20

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize noise?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

(4)

rxm reset the whole bay, counter, and fast racks rxm made sure pharmacy is hospital clean

0.00/0.00 0.00

Q21

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

0.00/0.00 0.00

Q22

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

0.00/0.00 0.00

Q23

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include,

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but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | | |
|-----|--|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | reviewing the metrics through the weekly pulse and pdr | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | |
|-----|---|--------------------------------------|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | following shrink control in pharmacy | 0.00/0.00 | 0.00 |
|-----|---|--------------------------------------|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | pharmacy is following proper procedure | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited

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|--|---|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>areas</p> <ul style="list-style-type: none"> • Refrigerator is free of unauthorized product (food/drink) and is clean • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
| Q78 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • All STARS cases are complete • Peer reviews are completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) | | 0.00/0.00 | 0.00 |

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|--|---|------------|-----------|
| Q27 | <ul style="list-style-type: none"> Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | 0.00/0.00 | 0.00 |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | |
| Q33 | <ul style="list-style-type: none"> 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. <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 |
| (3) Achieving Expectations | | | |
| <ul style="list-style-type: none"> Store | | | |

| | | | | |
|-----|---|---|-----------|------|
| | | merchandise for customer | | |
| | | • Store merchandise per Customer Plan | | |
| | | • Promotions locations filled and signed | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | • Acceptable basic department outs | 0.00/0.00 | 0.00 |
| | | • Promoting pharmacy services | | |
| | | • Completing outbound calls (adherence, RTS etc.) | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | -rxm is applying positive change by listening to customer and employees' voices | | |
| | Examples include but are not limited to the following: | -store leadership is supporting the pharmacy | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | -store met their flu immunization goal | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | -pharmacy has good in stock condition | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | -340B store | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? | | | |
| Q64 | <ul style="list-style-type: none"> • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -majority of staff is on the Frontier mindset and embracing change | 0.00/0.00 | 0.00 |
| | | -champions are trying to drive their pulse pieces | | |
| Q66 | List store opportunities discussed with the SM/RXM | -connecting the four | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial | | | |

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|-----|---|---|-----------|------|
| Q69 | indicators to drive and hold self and others responsible for achieving business results. Document your conversation in the comment box below. People Leadership | | 0.00/0.00 | 0.00 |
| Q70 | Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. Document your conversation in the comment box below. Strategic Leadership | | 0.00/0.00 | 0.00 |
| Q71 | Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. Document your conversation in the comment box below. Customer Leadership | | 0.00/0.00 | 0.00 |
| Q72 | Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Document your conversation in the comment box below. Healthy, Happy, and Creating Value Together | | 0.00/0.00 | 0.00 |
| Q73 | Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. Document your conversation in the comment box below. Functional Competency | | 0.00/0.00 | 0.00 |
| Q74 | Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). Add necessary GROW coaching comments below | -rxm is upscaling the technicians and designated hitter -mgr is working with upscaling SFLs | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | -heading to the right direction on all aspects -positive and responsive leadership from store and district | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | -manpower in regards to staff pharmacist -getting a health room | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | -to create a private area for patient immunization | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

03383 - Elba Araullo,MGR

Participant : Ibrahim K Bilal, Joe Li, Julie
Auditor Role :
Auditor Department : District
Response Date : Fri 01/08/2016 13:50 Central Standard Time

| Questionnaire | Fri 01/08/2016 13:50 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -to find out about the engagement between store leadership and pharmacy -fo follow up with the store's outreach portal and immunization -to talk about January customer plan and the survey monkey engagement | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | -spoke to pharmacy technician; technician is very engaged and takes care of patients along with the designated hitter -pharmacy is ready for the Valeant program and staff is aware | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds | | |

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|--|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>-talked about trying to get additional offsites</p> <p>-talked about issues that mgr is trying to resolve at the store level</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

| | | | |
|-----|---|-----------|------|
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--------------------|-----------|------|
| Workforce Planning | 0.00/0.00 | 0.00 |
|--------------------|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

| | | | |
|-----|----------------------------------|-----------|------|
| Q20 | <p>store is properly staffed</p> | 0.00/0.00 | 0.00 |
|-----|----------------------------------|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | |
|--------------------------------|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
|--------------------------------|-----------|------|

| | | |
|---|-----------|------|
| Pharmacy Department CNO- Experience, Execution and 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 cuts in the ask your pharmacist section
- All signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

| | | | |
|-----|---|-----------|------|
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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| | | | | |
|---|---|--|-----------|------|
| Q77 | discuss ways to improve Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | | |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | pharmacy is following sop pharmacy is doing ntt | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | rxm is on top of inventory control | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | mgr is reviewing operating statements, improve scorecards, nps reports, etc. and marking them and communicating with rxm | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | all asset protection metrics are followed | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | |
| Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |

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4

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

pharmacy is following good faith dispensing

0.00/0.00

0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletions are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00

0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Consistent

0.00/0.00

0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00

0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26

0.00/0.00

0.00

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5

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

and provided to patients
 • Team members are having quality conversations some of the time

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85 • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

Q86 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

Q30 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32 • Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
 • Best item best store and Top 50 reports
 • Department trend report and Front end sales driver 0.00/0.00 0.00

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Add necessary GROW coaching comments below

| | | | | |
|-----|--|---|-----------|------|
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • 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. | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |

| | | | | |
|-----|---|--|-----------|------|
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |

| | | | | |
|-----|---|--|-----------|------|
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | already has strong established relationship with businesses around the store | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services | | 0.00/0.00 | 0.00 |

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- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | |
|-----|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|-----|--|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

-mgr and rxm are both very engaged and support each other and team
 -pharmacy is very cro
 -reorganizing the vial cabinets to make the area more practical and simpler
 -outreach
 -immunization
 -patient retention and growth

| | | | |
|-----|--|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|-----|--|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|-----------------------|--|-----------|------|
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
|-----------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

Operations/Business Leadership

| | | | |
|-----|---|-----------|------|
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

People Leadership

| | | | |
|-----|--|-----------|------|
| Q70 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Strategic Leadership

| | | | |
|-----|---|-----------|------|
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

| | | | |
|-----|---|-----------|------|
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

-talked to asm regarding getting her psfb certification
 -talked to mgr regarding getting more off-sites

- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

and business to business opportunities

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | -liked the new approach in which dm and leadership are listening -bettering the pharmacy -good support from the store leadership | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | -I wish I know if I can work one day during the holiday season instead of closing 3 days. -Profit sharing is no longer 3 to 1. | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | follow up with the reorganization of the vial drawer follow up with business to business portal | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

09886 - Jesus Jimenez,MGR

Participant : Ballow Yu, Jesus
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 01/07/2016 14:00 Central Standard Time

| Questionnaire | Thu 01/07/2016 14:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -Review Valeant section and SOP -Discussion on RX staffing, scheduling and planning of coverage with many upcoming changes. -Review workflow/RX lay progress | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Store using peer to peer recognition card and cultural belief cards to recognize TMs. Notice some hanging in hallway | 0.00/0.00 | 0.00 |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Noticed TMs focus on task and not proactively assisting customers on sales floor. More focus needed on ECC. Store currently more than 10% from YTD NPS score. Observed front cashier during checkout transaction. TM did not greet or thank customer | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 Add necessary GROW coaching comments below | | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | --Discussed about Valeant Program --RXM discussion about medi-set and sharing progress of transferring patient --Discuss about patient concern and GFD SOP | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |

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|---|--|---|-----------|------|
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | --Discussed about Valeant Program --RXM discussion about medi-set and sharing progress of transferring patient --Discussed about GFD SOP | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Q19 | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | Continued focus on OSA, scanouts, providing ECC and RX operation/workflow | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Q20 | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Had discussion with RXM about scheduling and staffing level in RX. Talked about how to plan for leave coverage. RXM had plan and we discussed. Agreed with RXM plan and topic of having cashier in place will help workflow. SM has agreed to assign CSA to RX every day for a few hours in a consistent manner. Discussed about staying with budget and adoption to payroll. | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) Discussed about workflow/rx layout and how to ensure CNO. Discussed with SM about how to support RX. Shared SM role and responsibilities reference sheet and talked about guiding new RXM. RXM stated that they are making progress but due to many staffing changes, it'll be more difficult to train and have consistency with floaters. Discussed about a plan to move forward. RXM discussing coverage with area tech scheduler and suggested RXM have conversation with SM to hire externally is also an option. | 0.00/0.00 | 0.00 |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week -- Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) | | 0.00/0.00 | 0.00 |

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| Q23 | <ul style="list-style-type: none"> • Has the store consistently completed their weekly Rx return -- i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week -- Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
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Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
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Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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| Q92 | <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or | 0.00/0.00 | 0.00 |
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Discussed about an incident that might fall under GFD. Had conversation about GFD SOP and ensuring that records are being kept. Noticed GFD binder was extremely worn out and suggested new binder and keeping in RX

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| | <ul style="list-style-type: none"> after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | <p>tote. Talked about keeping floor clear to prevent and safety concerns. Noticed many totes, boxes, trash on floor.</p> | | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | | 0.00/0.00 | 0.00 |
| Q78 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | | |
| Q26 | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | Reveiw quality control with Rph on duty and talked about and incident that recently was brought to our attention. | 0.00/0.00 | 0.00 |
| Q79 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | | 0.00/0.00 | 0.00 |

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| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Discussed Valenat section and ensure SOPs are being followed. Noticed Store does not have section 100% setup and had reviewed prep SOP with SM and RXM | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | RXM making progress with RX operation. Continue focus need on workflow, RX layout and execution on | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |

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| Q# | Question | Score | Weight |
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| | following up with COMPASS task: Valenat section. | | |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events, leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| | <p>--Better understanding of Valeant program --Have plan for staffing levels and knows what next steps to take for coverage RXM had concern about being able to fill open position since tech scheduler might not be willing to</p> | | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |

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| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>give up tech. RXM will notify SM if any challenges and DM will work with SM.</p> <p>--Complete Valeant section setup 100% by 1/12</p> <p>--change out GFD binder by 1/11</p> <p>--ensure RX floor is clear, totes, boxes, bins, etc by next visit 1/23</p> <p>--Had discussed about additional shelving for ready prescription/redoi ng metal cabinet area on previous visit and store has not shown progress. Provide follow up status by 1/23</p> | 0.00/0.00 | 0.00 |
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Store Walk Summary : District Manager Pharmacy FY16

01054 - Gerald Martinez,MGR

Participant : Ballow Yu, Alfred
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Fri 01/08/2016 09:00 Central Standard Time

| Questionnaire | Fri 01/08/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Review store Vaieant SOP and store prep work. Have conversation on how new insurance. What's working and not working? Review workflow/layout of RX. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | Had growing conversation with SM about how to create better engagement with TMs. Shared learning with SM. Noticed TM drawing on notepad at front register while sitting on chair. Greeted TM as I entered store and TM immediately pushed aside notepad and started | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | working/facing/pulling. Share learners with SM and review incident on DVR. Noticed that TM has been doing so before DM walked in. Talked about have discussion with TM and creating better engagement with team. Discussed with SM about share learnings with leadership to ensure awareness is created so leadership can coach and mentor as needed. | 0.00/0.00 | 0.00 |
| Q15 How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Noticed TMs did not greet customers while assisting at register. Had discussion with SM about coaching and mentoring TMs to provide a positive shopping experience for our customers and patients. Noticed RX team member assisting patients and Rph performing consultation and | 0.00/0.00 | 0.00 |

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| | | assisting patient with OTC. | | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | 0.00/0.00 | 0.00 |
| | District Update | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Review store Valeant SOP and store prep work. Have conversation on how new insurance. What's working and not working? Review workflow RX layout. | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? Add necessary GROW coaching comments below | Reveiw Valeant program. | 0.00/0.00 | 0.00 |
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. Add necessary GROW coaching comments below | Review store progress in setting departments to plano. Noticed that store is progressing closer to the redzone area. Talked about ensuring all other departments are being maintained since planos are set. | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| Q20 | Questions regarding workforce planning may include, but are not limited to: <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ Have a coaching discussion with your SM on ways to address workforce planning issues. Add necessary GROW coaching comments below | | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Q21 | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to plano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) During review of workflow and rx layout, noticed RX has many opportunities in CNO. -Talked about ensure all mandatory signage is in gray frame -drawers under rx counter reorganized -remove unnecessary items from RX countertop to create more room and a organize workstation. -Had boxes/coolers/basket of expired in view of window | 0.00/0.00 | 0.00 |

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| | Over the course of the last several visits, how has the rating changed? | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Remains a development opportunity | 0.00/0.00 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | Noticed store not following SOP when crossing of patient name on amber vials. Had conversation with SM about using china marker instead of a sharpie as we were still able to see patient name from sharpie. Store has opportunity in overall better inventory control. Had discussion with SM and tech about their process of completing 7 day and deletes. Tech advised that they complete in the morning but commented that they usually leave message. During discussion, tech suggested that they call later in the evening to capture the folks that are at work during the day. Tech will communicate with other RX staff. Found prescriptions as far back as 12/4/15 in ready bins. Discussed with SM to have conversation with RXM on how to ensure inventory SOPs are being followed. | |
| Q22 | <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | |
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 0.00 |
| | Potential questions include, but are not limited to: | | |

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p style="text-align: center;">(2)</p> <p>Over the course of the last several visits, how has the rating changed?</p> | 0.00/0.00 | 0.00 | <p>-Crossing off names on Amber vials</p> <p>-ensuring call list, delete list and bin rec is being completed properly</p> |
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| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 | <p>Remains a development opportunity</p> |
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Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

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| Q26 | <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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| Q79 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have

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| | you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |

Noticed Rph assisting patient

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| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence | with OTC items and was patient and professional. Provided solution to patient and suggested patient purchase Walgreens brand product to save money as the quality is just as good. | | |
| Q62 | <ul style="list-style-type: none"> Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | More focus needed in pharmacy condition and review of workflow to be more efficient. | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | Store had opportunities in detailing local senior apartments/centers, businesses to promote our services to grow script count. | 0.00/0.00 | 0.00 |
| | Ask the store manager to discuss key takeaways from the DM visit <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | Had next steps to follow up and improve understanding of Valeant program and what to expect. | | |
| Q64 | <ul style="list-style-type: none"> (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | --Store progressing with setting departments to plano. Currently working on redzone area, once complete, will follow up with perimeter. | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Had discussion with SM about: -pharmacy CNO, -SM have discussion with RXM on how to ensure call list, delete list and PSE section are being completed/maintained going forward -SM review RX layout with RXM on how to be more efficient. DM provided some suggestions and thoughts. -Valeant program section was not completed | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |

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| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| 0.00/0.00 0.00 | | |
| 1:1 Meetings | | |
| 0.00/0.00 0.00 | | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | |
| 0.00/0.00 0.00 | | |
| Benefits, Concerns and next Steps. | | |
| 0.00/0.00 0.00 | | |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |
| <p>Understanding of Vaient section, Able to get headset to reduce Rph next strain improved layout/positioning of equipment to reduce rph back/hip pain. IE ready prescription in basket. busy during first two weeks of Jan.</p> <p>Next Steps:</p> <p>-follow up on RX workstation layout>RX bins, DPI, trash can, rph computer screen, ready basket, office supplies in drawers that is not needed by 1/30/16</p> <p>-Completed Vaient section per SOP and ensure all TMs understand receiving, filling, inventory, ordering SOP by</p> | | |

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| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 1/12/16 -ensure RX section by lamp area and fridge area is ONO, coolers, boxes not needed removed by 2/15/16 -Tech brought up concerns about lighting in RX, noticed two sets of lights off/not working, SM open ticket for lighting and remove plug in lamp and extention cords running on floor which is a safety concern: 1/15/16 -ensure all rx signage is in gray frame-1/20/16 | 0.00/0.00 | 0.00 |
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Store Walk Summary : District Manager Pharmacy FY16

01120 - Kevin Thach,MGR

Participant : Ballow Yu, Steven
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Fri 01/08/2016 13:30 Central Standard Time

| Questionnaire | Fri 01/08/2016 13:30 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | <ul style="list-style-type: none"> Valeant program and prepping section RTS sold %, deletes, 7 day call list Workflow, RX layout/organizing workstations to be more efficient update on Staff Rph. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | 0.00/0.00 | 0.00 |
| Q15 | | <p>Discuss about how pulse is going, SM shared pulse with DM. Notice store is not updating Pulse measure tracker on a weekly basis and sharing progress/information with store team. Noticed pulse missing actuals. SM mentioned TMs having challenges when discussing/sharing measures when implementing next steps. Coach SM on how measure owners can get buy in from other TMs. Talked about sharing quick wins and recognition. Pulse next steps should be a collective agreed upon next steps which should help with TM buy in.</p> | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>contact when appropriate).</p> <ul style="list-style-type: none"> • Approaches customers proactively and offers to assist them with their shopping experience. • Anticipates and responds to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | D | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | | 0.00/0.00 | 0.00 |

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waiters to provide a better shopping experience and also helps with RTS sold %

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| Objectives and Discussion with SM | | 0.00/0.00 | 0.00 |
| District Update | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? | 0.00/0.00 | 0.00 |
| Work stations/rx counter could be more organized. Many paperwork on counters. Register are full of catalina coupons. catalina coupons still attached to printer. Noticed that TMs are not giving to customers/patients. Noticed light cover cracked and | | | |

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- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

sectio hanging. Talked about opening ticket and ensure a safe working environment.

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Remains a development opportunity 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Overheard tech at widow did NOT verify for address when patient was picking up medication. 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Discussed about how to improve RTS sold %, talked about 7 day call list, possibly deliver if needed and waiters. Reviewed ready bins and found some scripts more than 12 days, some was about a month. Had discussion about bin rec and how to ensure deletes are being done on a daily basis. Talked about current process and what this process should look like in the future to prevent inventory concerns. RXXM will discuss concerns with team, gather feedback and implement changes by next visit. 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?

- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. 0.00/0.00 0.00

Bin reconciliation, deletes and inventory procedures not consistent. Has opportunity in this area.

Noticed store did not have Vaieant section up per compass task, previous email communication and survey monkey acknowledgment. Talked about what section should look like, reference to

| | | | | | |
|-----|---|--|--|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | previous picture/communication sent and SOP from compass. SM stated that they're unclear of what needs to be done. Discussed options and noticed an area that might work. Had conversation with SM, RXM and tech about overstock shelf and better utilization of that section to create section for Valeant program. SM will ensure completion of section per visit by 1/11/16 | 0.00/0.00 | 0.00 |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | 0.00/0.00 | 0.00 |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| Q28 | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| Q27 | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address | | | | |

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| Q86 | <ul style="list-style-type: none"> concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. | | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2)</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | 0.00/0.00 | 0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2)</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HFRxD, etc.) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | <p>---clarity on Valeant program</p> <p>---pulse measure meeting guidance/updating tracker</p> | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |

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|---|---|------------------|-------------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | ---Did not notice pulse measure actuals, arrows on pulse --Pulse tracker not being utilized and store TMs are unable to see weekly progress --Store has opportunity in execution: | | |
| Q66 List store opportunities discussed with the SM/RXM | minimal progress with setting departments to plano, OSA and did not follow up with Vaieant section within time frame, after COMPASS communication, survey monkey and DM communication. more focus on pulse, coaching and mentoring TMs to own measure, execution and follow through on company initiatives. | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental | | |

| | | | |
|-----|--|-----------|------|
| | roles/experiences) | | |
| | <ul style="list-style-type: none"> • What challenges are you having with your low performers? • in what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? | | |
| Q75 | <ul style="list-style-type: none"> • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> --clarify on Valeant program --sharing pulse challenges --TM suggestion box | | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> --SM complete Valeant section by 1/11/16 --SM update pulse tracker from previous weeks and staying current going forward by 1/15/16 --SM have discussion with RXM about what survey should look like to help with patients calling in refills; generate survey by 1/30/16 --SM follow up with all RX TMs on SOP when performing deletes by 1/20/16 --SM follow up on cracked light protector in RX to prevent an accident by 1/13/16 | | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

03711 - Kingman Kwok,MGR

Participant : Ballow Yu, Gerald
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 01/13/2016 09:30 Central Standard Time

| Questionnaire | Wed 01/13/2016 09:30 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | Review Valeant section and discussed about SQP Have discussion around RTS sold% Review script sold/partial fill procedure/incident | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Q15 | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | During visit, learned that RX has not been having 5 minute meetings since the new year. Talked about the importance of meetings and what 5 minute meetings should look like. RX currently having communication sign off notes for team members but will start having 5 minute meetings to share highlights. IE: from todays visit, 5 minute meeting would be shared RTS sold%, deletes, bin rec, etc. | 0.00/0.00 | 0.00 |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) As I walked into store there was 7 customers in line at the front register, 3 customer in photo. TM noticed me observing the line and called IC3. BA opened in cosmetic right after. Had discussion with SM about sharing with TMs during 5 minute meeting about being more observant with the line and calling IC3 in advance. Did not noticed any TMs on sales floor. Talked about scheduling coverage to ensure proper coverage. | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints | -Discussed about fresh incident -How to get RTS sold % higher -Request for headset for RX -RXM wanted to | 0.00/0.00 | 0.00 |

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|-----|---|---|-----------|------|
| | <ul style="list-style-type: none"> What challenges/areas of concern can I provide additional guidance for during the visit? | discussed about TM engagement. | | |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | Overall sales floor condition improving compared to previous visit. Store still has opportunity to work on OSA and ensuring merchandise are in stock for our customers and patients. | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | Discussed about removing overheads to create a better shopping experience (lower profile, open feel, brighter). | 0.00/0.00 | 0.00 |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | RX has great improvement with workflow, CNO and scheduling. | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | Discussed about staffing and how many techs store has. Talked about budget hours/EAVs and discussed about reducing some EAVs going forward. RXM mentioned about tech at another store looking for later shifts and is coordinating with another RXM to possibly transfer. | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Discussed about staying within budget and how to ensure tech hours are not effected with additional tech. Discussed about some techs going to pharmacist school/looking for a different job. Discussed about a possibility of transferring out a current tech. | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given.</p> | (2) | 0.00/0.00 | 0.00 |
| | Confidential | Would have rated pharmacy a 3 because RX in good shape but did noticed some products on floor and PSE section not faced; therefore graded RX 2. | | |

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including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|----------|--|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Improved | RX condition and workflow had improved tremendously. Great job to the pharmacy team. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | | | |
|-----|---|--|---|-----------|------|
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | Noticed 109 patients to call on RTS list. Had discussion with tech about RTS calls and the outcome after calling. Are we able to connect with patients? If patients are coming to pick up after call? Tech stated that he has reached some but there are some that are not able to get through or no number. Tech suggested that it will help if delivery service is an option. | 0.00/0.00 | 0.00 |
|-----|---|--|---|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | | | |
|-----|--|--|---|-----------|------|
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | Randomly check ready bins and noticed about 10 scripts not RTS/deleted as the date was as far back as June 2015. Majority of scripts found was on the top shelves. Discussed with SM and RXM that a possibility that techs might not be checking the top shelves as it is too high. | 0.00/0.00 | 0.00 |
|-----|--|--|---|-----------|------|

Add necessary GROW coaching comments below

| | | | | | |
|--|---|--|--|-----------|------|
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
|--|---|--|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | | | |
|-----|--|--|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | | 0.00/0.00 | 0.00 |
|-----|--|--|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | | |
|-----|---|--|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | Had conversation with RXM about tech having jacket in pharmacy. | 0.00/0.00 | 0.00 |
|-----|---|--|---|-----------|------|

Add necessary GROW coaching comments below

| | | | | | |
|--|--|--|--|-----------|------|
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
|--|--|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith

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| | | | |
|-----|---|-----------|------|
| | Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | 0.00/0.00 | 0.00 |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

| | | | | | |
|-----|---|-----|--|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Noticed some product on floor. Bin rec and deletes being done but not detailed enough. Found approx. 10 scripts more than 12 day with date as far back as June 2015. | 0.00/0.00 | 0.00 |
|-----|---|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|--|-----------------------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|--|-----------------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
|--|---|-----------|------|
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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| | | | | |
|--|--|------------|-----------|------|
| Q79 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q89 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| (3) Achieving | | | | |

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| | | Expectations | | |
|---|--|--|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Improved | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) Document your conversation in the comment box below. | Store done tremendously well to improve workflow, productivity and overall RX condition. Great team effort and execution. Keep up the great work. More focus on increasing 90 day and RTS sold %. SM proactively out looking for off-sites to conduct flu immunizations. Discussed about the potential for med d presentations and connecting with senior centers/apartments. -Had action plan on RTS sold % (7 day list). -Found 7 month old prescription in ready bin. -Excited about getting 2 more headsets. -RX getting great feedback from RHD, HCS, DPR and DM on pharmacy condition, workflow and progress made in last 2-3 months. | 0.00/0.00 | 0.00 |
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| Q64 | Ask the store manager to discuss key takeaways from the DM visit <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -hit flu immunization goal/target in first month of flu season. | 0.00/0.00 | 0.00 |

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| | | -RX condition, workflow and productivity level. | | |
| | | -more focus need on increasing 90 day and RTS% | | |
| Q66 | List store opportunities discussed with the SM/RXM | -reducing overheads on sales floor | 0.00/0.00 | 0.00 |
| | | -ECC: keeping lines down and calling IC3 in a timely manner. | | |
| | | -partial fill/billing procedure | | |
| Q67 | List key focus areas discussed with the SM/RXM | -more focus need on increasing 90 day and RTS% | 0.00/0.00 | 0.00 |
| | | -reducing overheads on sales floor | | |
| | | -ECC: keeping lines down and calling IC3 in a timely manner. | | |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Discussed about new TM in RX. Talked about providing constructive feedback and positive recognition to continue building relationship and engagement. RxM will be following up and have progress discussion. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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|--|-----------|------|
| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |

-RXM discuss delete and bin rec procedures with RX team-1/15/16
 -ASM will retype statement of fresh incident and PDF to DM-1/13/16
 -SM will frame RXM picture and waiting signs with gray snap frames-1/15/16
 -Remove old ECC/brand salutation posters in RX-1/13/16
 -SM discuss with RXM on plan to increase RTS% and how to capture better outcome from 7 day call list-1/15/16

| | | |
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| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
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WAGCASF00610739

WAG-MDL-03102.00408

Store Walk Summary : District Manager Pharmacy FY16

03869 - Eugene Wong,MGR

Participant : Melissa May/Priscilla Hong
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 01/21/2016 15:00 Central Standard Time

| Questionnaire | Thu 01/21/2016 15:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | New RXM Competencies/Job Description First month in new role Building relationships Text When Ready NPS?ECC/Exceptional with exceptions Immunizations Safety in RX | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Team members were engaged with customers when I arrived in the store. Front cashier was saying Welcome to Walgreens before he saw mw enter. I gave him a scratch off. Saw the front cashier at the RX in window and asked How it was going. She was thrilled that she was being crossed trained in RX. | 0.00/0.00 | 0.00 |
| Q15 If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | Overall great ECC. There is a strong opportunity for consistency with ALL team members ALL of the time. | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | | Many questions regarding her new first time role as RXm. Largest and unorganized alpha section that's full of expired medications On hand count has been off for last 3 3 incidents that I have observed in the 5 days I have worked No senior tech -- | | |

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| | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | <p>none of my technicians are crossed trained and none of them are full time. Tension among techs and pharmacists -- long history Training front end to help decrease the line when pharmacy IC3 Too much leftover work for the next person and day Improve workflow Open Out Window Cross train technicians + Create "Knowledge Binder of How To</p> | |
| <p>Q17</p> <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | <p>1. Assign tasks, hold technicians accountable, and follow-up</p> <p>1. Assign tasks, hold technicians accountable, and follow-up</p> <p>1. Assign tasks, hold technicians accountable, and follow-up</p> | <p>0.00/0.00 0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | | <p>0.00/0.00 0.00</p> |
| | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | <p>Goal was to get to know my pharmacy and store.</p> | |
| <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | <p>To drill down and write goals and next steps. Long and short term</p> | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | <p>Next steps were to start training a CSA trained as a designated hitter which was in progress when I was in the store.</p> | |
| | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | <p>Try to get the in window IC+ terminal moved down slightly to get the in window open. Calls were lined up with an approximate date to have this completed.</p> | |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | <p>SM and Rxm to brainstorm about how to move forward with a schedule that will take better care of our customers/patients. Current schedule is not conducive to ECC and properly taking</p> | <p>0.00/0.00 0.00</p> |
| | <p>Add necessary GROW coaching comments below</p> | | |

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| <p>Workforce Planning</p> | <p>care of our patients.</p> | <p>0.00/0.00 0.00</p> |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>CSA being trained as designated hitter. Schedule must be reworked to be able to take care of our patients. Look at workforce. Is it appropriate? Needs and availabilities woking for the store? For your patients?</p> <p>Currently the store has excessive ppi's overdue to complete left from the previous SM and Rxm There still needs to be a sense of urgency to complete.</p> | <p>0.00/0.00 0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00 0.00</p> |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00 0.00</p> |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <p>Bad workflow</p> <p>No senior tech – none of my technicians are crossed trained and none of them are full time</p> <p>Warehouse isn't scanned in early and OOS and PFL aren't done properly 1 incident – Thursday night (1/21) where medication that was bought for a child was sold to another customer</p> <p>(2) Tension among techs and pharmacists – long history</p> <p>Some techs feel like</p> <ol style="list-style-type: none"> They do more work than other techs That old age lets them get away with working at their pace Don't work with other Rphs or vice versa | <p>0.00/0.00 0.00</p> |
| <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | <p>No constant filler since no one wants to figure out where anything is in alpha</p> <p>Per Rxm Too many out and wrong on hands. Needs to have organization work on. SOP etc not up to date. Improve workflow Set expectations on how I need pharmacy to run</p> | |
| <p>Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> <p>Nobody waits at Walgreens – we need to constantly fill before customer gets here</p> <p>Work cannot be left for the next day</p> <p>Clearing the queue and setting the next person up for success</p> | <p>0.00/0.00 0.00</p> |
| <p>Pharmacy Operations- Execution and Efficiency</p> <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | <p>No workflow. No constant filler. Too many part</p> | <p>0.00/0.00 0.00</p> |

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| Q22 | <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | time inconsistent schedules. Difficult to enforce workflow. | 0.00/0.00 | 0.00 |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | Currently rx is not meeting the basic standards for inventory control. Warehouse isn't scanned in early and OOS and PFL aren't done properly | 0.00/0.00 | 0.00 |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> | New Rxm has stated that it appears the previous Rxm took care of almost everything himself. There is much training that is needed to upscale the team members to help following through with the daily pharmacy required procedures. | 0.00/0.00 | 0.00 |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | |
| Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? <p>Add necessary GROW coaching comments below</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith | | 0.00/0.00 | 0.00 |

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| | efforts.) | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

(1) Not Achieving Expectations

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| | <ul style="list-style-type: none"> Product on floor Excessive stock bottles on the fill counter Product in prohibited areas Refrigerator is unorganized or contains unauthorized items (food/drink) inventory procedures are not being followed (Smart Count, etc.) Deletes are not being completed Bin reconciliation is not being done | <p>New Rxm is very concerned about counts being off.</p> <p>i. Excess inventory can't fit on shelves since everything is practically in alpha</p> <p>1. If I have to add one item, I have to move everything over by one spot in order to make space for excess product or for new item</p> | |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |

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| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |

Remains a development opportunity

SM & Rxm need to focus on and work as a team to get the on hands corrected along with training her team members on this procedure also.

Pharmacy Quality | 0.00/0.00 | 0.00

(3) Achieving Expectations

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| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

of the time

| | | | | | |
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| Q79 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | Really need to drill down as to the Why of the occurring STARS events and comments entered. Please be sure all team members are reading and signing off on STARS events as well as the SM. | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| (3) Achieving Expectations | | | | | |
| <ul style="list-style-type: none"> • Promoting immunizations during | | | | | |

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Q33 Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

peak seasons.

- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services.

SM is extremely engaged and proactive with Med D and immunizations. The challenge is to work with his new Rxm to get his team on board and engaged. Currently there are long standing employee issues.

0.00/0.00 0.00

Q80 Over the course of the last several visits, how has the rating changed?
If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
Add necessary GROW coaching comments and document the discussed items in the comments box below

Remains a development opportunity

0.00/0.00 0.00

(3) Achieving Expectations

Q34 Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

SM needs to find out what his customers want and need to be able to drive the sales. A way to work with the rx team to start to get them engaged so they will promote pharmacy services which I currently do not hear them doing.

0.00/0.00 0.00

Q81 Over the course of the last several visits, how has the rating changed?
If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
Add necessary GROW coaching comments and document the discussed items in the comments box below

0.00/0.00 0.00

Overall Pharmacy Assessment 0.00/0.00 0.00

Pharmacy strengths and opportunities 0.00/0.00 0.00

Q62 Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.
Examples include but are not limited to the following:

- Quality, Exception Queue Management Issues, Adherence
- Work-flow, Productivity, Pharmacy Condition
- Execution, Generic Efficiency
- Outreach, Services (specialty etc.)
- Basic key shrink control (modifies, HFRxD, etc.)

Document your conversation in the comment box below.

0.00/0.00 0.00

Q63 Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area
Examples include but are not limited to the following:

- Adherence, Acquisitions (Med D & Med B), Services
- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

0.00/0.00 0.00

Engage with new Rxm, go over all the challenges listed that they

Ask the store manager to discuss key takeaways from the DM visit

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| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | <p>are facing and find solutions and plan goals as a team.</p> <p>Inventory opportunities</p> <p>Engagement opportunities</p> <p>Work flow</p> <p>Training</p> | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | <p>Neighborhood store</p> <p>New Rxm is excited and engaged and from the neighborhood. She has a great attitude and is very driven.</p> | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | <p>Inventory opportunities</p> <p>Engagement opportunities</p> <p>Work flow</p> <p>Training</p> <p>Drug parameters must be completed</p> | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | <p>Support of each other.</p> <p>Being a leadership team together.</p> <p>They will be stronger together.</p> | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | <p>New Rxm has already shown strong strategic leadership. She is very driven and I have no doubt she will get her pharmacy to where it needs to be and where she wants it to be.</p> <p>She has in her first week already identified numerous opportunities that are right on.</p> <p>She has already identified the need to step up the team engagement which is not where it should be and has been a long simmering problem that the previous store manager had not acknowledged or identified.</p> | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | <p>The results are that the customers are</p> | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |

not being cared for properly.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--|----------------------------------|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | Team member engagement Rx layout | 0.00/0.00 | 0.00 |
|--|----------------------------------|-----------|------|

1. Largest and unorganize d alpha section that's full of expired medications
2. On hand count has been off for last 3 weeks
3. None of my techs are cross trained to post or know where to file any paperwork
4. Previous RXM's filing system is scattered and hard to follow
5. Both seasoned techs and floaters OOS items we have and has been throwing off my inventory count
6. Excess inventory can't fit on shelves since

| | | | |
|---|--|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

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everything
is
practically
in alpha
1. If I
have
to
add
one
item,
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ythin
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over
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e for
exce
ss
prod
uct
or
for
new
item

Store Walk Summary : District Manager Pharmacy FY16

01403 - VI Nguyen,MGR

Participant : Buenos R Selor / SM and RXM
Auditor Role :
Auditor Department : District
Response Date : Thu 01/28/2016 11:10 Central Standard Time

| Questionnaire | Thu 01/28/2016 11:10 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives for todays visit : | | |
| | | > January Plan > texting. immunizations> ECC> Support and Upscaling SM | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > speak to RXM and SM regarding upsaling DH's an support of > | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • in what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | Spoke to SM and RXM regarding 5mm 's topics of discussion are the following: | | |
| Q15 | | > payroll > budget > controllable hours in RX > Engagement > compass execution | 0.00/0.00 | 0.00 |
| How is the store manager recognizing team members for doing their best work? | | | | |
| How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | | |
| How is the store manager encouraging peer to peer recognition? | | | | |
| How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? | | | | |
| What kind of opportunities do you have to express your opinions? | | | | |
| How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). • Approaches customers proactively and offers to assist them with their shopping experience. • Anticipates and responds | | |

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| | | | |
|--|---|---|---|
| | <p>to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>RXM proactive in taking care of customers and issues that would have a negative impact in pharmacy. Influences TM to take care of patients to high standard. NPS scores does not reflect the observation, but a plan in the works to improve</p> | <p>0.00/0.00 0.00</p> |
| <p>Q16</p> | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | |
| <p>Q76</p> | <p>Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | <p>RXM and FE person will work together to form a plan to improve NPS and will be followed up in the next visit on FE walk 0.00/0.00 0.00</p> |
| <p>Objectives and Discussion with SM</p> | | | <p>0.00/0.00 0.00</p> |
| <p>District Update</p> | | | <p>0.00/0.00 0.00</p> |
| <p>Q17</p> | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Payroll budget in respect to tech hours which SM and Myself have discuss and will build a business case to budget change to access more hours to the pharmacy</p> | <p>0.00/0.00 0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | | <p>0.00/0.00 0.00</p> |
| <p>Confidential</p> | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience</p> | <p>next Step build</p> | |

| | | | | |
|-----|--|--|-----------|------|
| | behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | the business case for this location to improve hour and payroll in the pharmacy | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | next steps will be accomplished today in respect to business case regarding budget and (2) next step in ECC a plan to improve | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | DH - store have 4 DH of the 2 can fully do the job description of a technician. the other two are being trained to reach the level of expertise. | 0.00/0.00 | 0.00 |
| Q20 | | | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

| | | | | |
|-----|---|---|-----------|------|
| | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | Store is CNO in all phases and pharmacy is reasonably cno | 0.00/0.00 | 0.00 |

| | area is CNO | | | |
|-----|--|------------|--|------------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below Pharmacy Operations- Execution and Efficiency | Consistent | store is consistant and well managed | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | 0.00/0.00 0.00 |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | RXM reviewed the interaction of the Technicians and DH in the In/Out window all is compliant and with the witness of the RXM gave a "good job " scratch off card. RXM and i tried to review the NTT (adherence call list) system was down. Check exception queue to check for comments in TPR all is compliant | 0.00/0.00 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | Reviewed deletes and call. Deletes are completed during graveyard and calls during the day. reviewed will call bins to review any 12 days or older in WCB area. smart counts are done daily | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | SM and RXM review on a weekly basis the LP dashboard to work on opportunities in the pharmacy (ie) cash | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | All the above are compliant and cno and CII is secured | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) | | | |

- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Reviewed with staff pharmacist the pharmacy journal signature all is reasonably compliant. Hard scripts are filed upstairs and secured.

(3) Achieving Expectations

- Product off of floor and 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
 - Some inventory procedures are being followed
 - Deletes are being done, but not daily
 - Bin reconciliation is completed, but not consistently
- overall basic store operational task are cno in both FE and RX is achieving expectations

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

- Q78 Consistent store is consistant 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

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| | | | | | |
|---|---|--|--|------------------|-------------|
| | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | <ul style="list-style-type: none"> • All STARS cases are complete • Peer reviews are completed • DPI records are put away and secured properly | <p>consistent with a little reminder to sign his peer review. Later SM mentioned that he signs at the end of the month. ok</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q26</p> | <ul style="list-style-type: none"> • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | | | |
| | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>Improved</p> | <p>Less stars event and is reviewed by the RXM, and reviewed DPI boxes and are compliant</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q29</p> | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | | |
| <p>Other Healthcare Services</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Other Specialty Pharmacy Services & Healthcare Clinics</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q28</p> | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | <p>Store is a compounding and immunization center. Training by the RXM is pending. Overnight Pharmacist is the only one so far that can perform the task</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q27</p> | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | <p>n/a</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q85</p> | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | <p>RXM and I review and stood near the in / out window and observe the interaction and engagement of CSA / tech to patients, we did give the DH a "good job" scratch off card for smiling and greeting and saying good buy to patients. in aisle no observance</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q86</p> | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | <p>employees captured the church to do a flu shot clinic</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>How is store leadership providing operational support?</p> | | | | |

| | | | | | |
|--|--|---|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | bathroom and equipment is not computer systems is another issue that needs to be addressed | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 | |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | On a monthly basis the SM works with all Leadership to talk about the operating statements and metrics (ie) customer scorecard and pharmacy Kpl. This practice is also done with RXM on a monthly basis | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | N/A | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| (3) Achieving Expectations | | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | RXM follows daily routine task as stated above of achieving expectations | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | store is consistent | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (4) | store is well merchandise and well in stock | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | store very consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 | |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | | |
| Examples include but are not limited to the following: | | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) | on basic tasks in the pharmacy all are compliant | 0.00/0.00 | 0.00 | |

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- Basic key shrink control (modifies, HRxD, etc.)

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | |
|-----|--|-----|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | N/A | 0.00/0.00 | 0.00 |
|-----|--|-----|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | | |
|-----|--|---|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Budget for Tech hours, listen to concerns and review metrics and recognize wins and have a plan for opportunities to improve.. better understanding of metrics.(ie) customer scorecard | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

Document your conversation in the comment box below.

| | | | | |
|---|--|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

| | | | | |
|---|--|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

| | | | | |
|-----|--|---|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | SM and RXM good relationship and communicates well, two way conversation between the two to discuss opinions and suggestions for improvements | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

| | | | | |
|-----|--|--|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | NPS score to review inmoment reports and determine action plan for improvement | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

| | | | | |
|-----|--|---------------------|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | ECC in the Pharmacy | 0.00/0.00 | 0.00 |
|-----|--|---------------------|-----------|------|

| | | | | |
|-----------------------|--|--|-----------|------|
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
|-----------------------|--|--|-----------|------|

| | | | | |
|------------------------------------|--|--|-----------|------|
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
|------------------------------------|--|--|-----------|------|

Operations/Business Leadership

| | | | | |
|-----|---|-----------------------------|-----------|------|
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | need assistance with the SM | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------|-----------|------|

Document your conversation in the comment box below.

People Leadership

| | | | | |
|-----|--|--|-----------|------|
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. | RXM is a people person and has two communication with his team and has the standard to express opinions. Promoting areas of opportunities with SM as discussed today | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

Strategic Leadership

| | | | | |
|-----|---|---|-----------|------|
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | Need to work with RXM to do strategic thinking and develop detailing plans in the community | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

| | | | | |
|-----|---|---|-----------|------|
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | RXM and Team has good execution of customer issues that arises and find solutions | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | | |
|-----|--|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

Confidential

| Functional Competency | | | | |
|-----------------------|--|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counseils Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> <p>1:1 Coaching/Feedback session with Store Leadership</p> <p>1:1 Meetings</p> <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> <p>Benefits, Concerns and next Steps</p> <p>Benefits, Concerns and next Steps.</p> | RxM and Staff counseils patients well and time management is not known | 0.00/0.00 | 0.00 |
| | | | 0.00/0.00 | 0.00 |
| | | | 0.00/0.00 | 0.00 |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> <p>Benefits, Concerns and next Steps</p> <p>Benefits, Concerns and next Steps.</p> | N/a not discussed | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | better involvement of issues discussed today, to improve pharmacy tech hours. SM and DM collaboration of ideas and solutions | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | Not getting the budget hours needed to keep customer service levels equal or better | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Next Steps : > improvement plan for NPS in the pharmacy > Discover an FE person to team up with Pharmacy to improve NPS score | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01393 - Xin Cai,MGR

Participant : Ballow Yu, Alan
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 01/28/2016 12:00 Central Standard Time

| Questionnaire | Thu 01/28/2016 12:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | --H2 support RX operation/build script count --Discussed about staffing levels, Recruiting and training of TMs. --Building engagement/rece nt engagement survey/ECC. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | Noticed TM at front register assisting customer and offering ECC. Did not notice anyone in cosmetic until walking down aisle and noticed TM squatting down by gray cart performing cosmetic reset. TM did not notice me until saying Hi for 3 times. Had discussion with SM about ensuring ECC is being executed and should educate TMs on the importance of ECC. | | |
| Q15 | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? <p>If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.</p> <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (2) Noticed one leadership without nametag and one tech without nametag. TMs should be proactively offering ECC and aware of surroundings, too focus on task at hand. | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | ---Bread Vendor concerns since Flowers is no long servicing us. ---What to know more about budget and staffing, how to plan for | 0.00/0.00 | 0.00 |

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| | | | | |
|-----|---|--|-----------|------|
| | <ul style="list-style-type: none"> What challenges/areas of concern can I provide additional guidance for during the visit? | March/April. ---Sick/PTO policy and procedure. | | |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | ---OSA process/procedures continues to be an opportunity. Still noticed many outs in cosmetic with onhands but wall not merchandise. Not just related to cosmetic wall reset. | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Store has designated hitter for RX and also uses FE hours to assist with RX operation. All SFLs are able to assist in RX. Noticed store has 1 overdue PPL fro 2013. SM will follow up and ensure completion by 2/1 | 0.00/0.00 | 0.00 |
| Q20 | | | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | | |
| Q21 | | (2) noticed ready prescription on floor when entering into RX. Discussed some options with SM on how to prevent from having items/merchandise/prescriptions on floor. SM will follow up with RXM and discuss plan. | 0.00/0.00 | 0.00 |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q77 | <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | | Discussed with SM about SOP on specialty. Talked about LDD, from beginning to end on what to do when a patient drops off a prescription. Shared resolution | | |

| | | | | | | |
|-----|--|--|-----------|--|------|--|
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | center phone number buckslips and stor net site marketing material. Talked about depoling, the process and what our TMs need to be aware of. Provided back ground and asked what can store do to help build more script counts as patients with speciality patients has additional prescriptions in their profile. SM stated, doctor detailing and building relationship with prescribers. SM will have conversation with RXM and have a plan by 2/1 | | |
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 | | 0.00 | |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | | 0.00 | |
| | Add necessary GROW coaching comments below | | | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | | 0.00 | |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | | 0.00 | |
| | Add necessary GROW coaching comments below | | | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | 0.00/0.00 | | 0.00 | |
| | Add necessary GROW coaching comments below | | | | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | | 0.00 | |
| | Potential questions include, but are not limited to: | | | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? | | | | | |

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|-----|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | | | |
|-----|---|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Opportunity in removing product from floor. | 0.00/0.00 | 0.00 |
|-----|---|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|-----------------------------------|--|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|--|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | |
|-----|---|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|--|-----------|------|
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | | 0.00/0.00 | 0.00 |
|-----|---|------------|--|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|---------------------------|--|--|--|-----------|------|
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
|---------------------------|--|--|--|-----------|------|

| | | | | | |
|--|--|--|--|-----------|------|
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
|--|--|--|--|-----------|------|

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Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | |
| Q27 | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | |
|-----|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | |
| Q86 | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | |
| Q87 | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

| | | | |
|---------------------------------------|--|------------------|-------------|
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
|---------------------------------------|--|------------------|-------------|

| | | | |
|--|--|------------------|-------------|
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
|--|--|------------------|-------------|

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | |
| Q30 | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

SM had discussion with RXM about December but not January operating statement. SM will follow up and complete by 2/1.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | |
| Q32 | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

(3) Achieving Expectations

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Promoting immunizations during peak seasons. Making adherence calls and completing consultations on a regular basis Calling return to stock daily | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |

- Completing outreach program
- Consistently offers secondary services.

Over the course of the last several visits, how has the rating changed?
 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Q80 Add necessary GROW coaching comments and document the discussed items in the comments box below 0.00/0.00 0.00

Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) OSA consistent challenge. Noticed process of conducting cosmetic wall reset could be planned out better. Had discussion with SM and went over layout, process of planning and identified some areas of opportunity. Talked about getting additional leadership TMs involved and teach the process. 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?
 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Q81 Add necessary GROW coaching comments and document the discussed items in the comments box below 0.00/0.00 0.00

Overall Pharmacy Assessment 0.00/0.00 0.00

Pharmacy strengths and opportunities 0.00/0.00 0.00

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.
 Examples include but are not limited to the following:
 Q62 • Quality, Exception Queue Management Issues, Adherence
 • Work-flow, Productivity, Pharmacy Condition
 • Execution, Generic Efficiency
 • Outreach, Services (specialty etc.)
 • Basic key shrink control (modifies, HRxD, etc.) 0.00/0.00 0.00

Document your conversation in the comment box below.
 Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area
 Examples include but are not limited to the following:
 Q63 • Adherence, Acquisitions (Med D & Med B), Services
 • Specialty at retail, Immunization, Healthcare Clinics 0.00/0.00 0.00

Document your conversation in the comment box below.
 Ask the store manager to discuss key takeaways from the DM visit
 Q64 • What are the actionable items you will drive in the upcoming weeks?
 • What did you get out of the visit today?
 • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) 0.00/0.00 0.00

--Learned about specialty SOP/Procedures
 --Better in stock condition
 guidance/OSA: Better planning on executing cosmetic wall
 --Learned to have more consistent communication with RXM about day to day operation/weekly meetings.

Engagement, Experience, Execution and Efficiency Review 0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review 0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM --SM actively recruit and closing up budget gaps. 0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM --Talked about including more TMs in bigger store projects, IE wall reset. ---ensure leadership is 0.00/0.00 0.00

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|-----|---|--|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | coaching and mentoring TMs. ---Leadership provide more detail direction and expectations. | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> • Is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | <p>Top performers: Has newer CSA that has potential to become SFL in future. Providing stretch assignments, price changes, movements, talked about how to promote and merchandise.</p> <p>Low performers: providing coaching and mentoring, ROD and performance management if necessary.</p> | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | <p>--Learned about speciality SOP/Procedures</p> <p>--Better in stock condition guidance/OSA: Better planning on executing cosmetic wall</p> <p>--Learned to have more consistent communication</p> | 0.00/0.00 | 0.00 |

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|---|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | with RXM about day to day operation/weekly meetings. --H2 stay in stock with bread due the flowers discontinuing service. | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | --H2 increase/maintain sales due to Target. ---Discussed with RXM how to grow script count/ increase specialty patients by 2/1 ---Communicate SOP for processing Specialty script by 2/1 ---Share with team on recent engagement survey and generate next steps to improve by 2/5 ---hire another CSA to help with coverage by 2/28 ---follow up with all TMs on importance of being in uniform/name tag by 2/5 ---overdue PPL completion by 2/1 ---Share operating statement with RXM monthly by 25th of every month (ongoing) ---Discuss space allocation for RX ready bins/Valenat section and complete moves by 2/18 | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02153 - Ramoncito Salonga,MGR

Participant : Buenos R Selor / ASM / Staff Pharmacist
Auditor Role :
Auditor Department : District
Response Date : Fri 01/29/2016 08:29 Central Standard Time

| Questionnaire | Fri 01/29/2016 08:29 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of today's visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > January Update Plan in Pharmacy > DH support and upscaling > SM manager comfortability | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | talked to Staff Pharmacist about 5min , was not sure and does not remember of any topics discussed, talk to Technician regarding the January activation plan, and did not have knowledge, but executes on the 4 core behavior. | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

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| | | | |
|--|---|------------------|-------------|
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Pharmacist and Technician wanted to know regarding assistance in the pharmacy with SM and ASM and better follow through when it is busy</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q18 Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | <p>Next Steps : > upscale store manager and ASM in assisting in Pharmacy > upscale current and new DH's to be more versatile</p> | <p>0.00/0.00</p> | <p>0.00</p> |

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|--|---|-----------|------|
| Add necessary GROW coaching comments below | > cascading of information to the pharmacy Next step > solutions: | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | > SM and possibly ASM be in a class sponsored by OLS | | |
| Q19 <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | > Planned training periods for DH's to learn and be upscaled > DM working with SM in information to be cascaded to RX Team | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| <ul style="list-style-type: none"> • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Answered in previous questions | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

| | | | |
|---|--|-----------|------|
| | <ul style="list-style-type: none"> • Waiting area clean • In/out-window clutter free • Immunization area is clean and sterile • Minimal outs in the ask your pharmacist section • All signage up to date • Department is generally organized • Product off of floor and 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 | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | overall pharmacy appearance is cno CII secured and Fridg is Cno | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |

are put away and secured properly
 • Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Add necessary GROW coaching comments below

Consistent Pharmacy is consistent in ECC and appearance 0.00/0.00 0.00

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Pharmacy is proactive in consultations as observed in my visit. Had Technician go over exception queue today and review the comments by technicians and pharmacist. RTS compliance as a district is over 60% and this store is at 69%

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Reviewed the Call and Delete list with Pharmacist, they routinely completed during the day, NTT calls are done throughout the day until reach as possible. Reviewed diabetic units for expiration all is compliant. Reviewed ready bins for any aged prescription all is compliant, and the pharmacy has there licenses. Did not go over returns

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

N/A 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

CII cabinet is locked and fridge is cno 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith

efforts.)

- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

talked to pharmacist regarding GFD. reviewed documentation for compliance.

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

operationally they are reasonably compliant

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Consistent

the routine maintenance has been consistent but times time is a factor to complete, SM and RXM will work on a plan for better execution

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving

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5

Expectations

| | | | | | |
|---|---|--|---|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all Internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> • All STARS cases are complete • Peer reviews are completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | <p>all tasks listed on "achieving expectations" are compliant during my visit today</p> | 0.00/0.00 | 0.00 |
| Q79 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | store is consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | N/A | | 0.00/0.00 | 0.00 |
| Q27 | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | N/A | | 0.00/0.00 | 0.00 |
| Q85 | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | observed interaction and engagement of technician to patients during my visit which was exceptional. Easy transition of patients picking up their prescriptions | | 0.00/0.00 | 0.00 |
| Q86 | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | N/A | | 0.00/0.00 | 0.00 |
| Q87 | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | CNO and compliant | | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

| | | |
|---|-----------------------|------|
| Business Performance and Sales | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | 0.00/0.00 | 0.00 |
| <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.</p> | | |
| <p>Q30</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> | | |
| <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> | | |
| <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | |
| <p>Q32</p> <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | |
| | | |
| <p>Q33</p> <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| | | |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | |
| <p>Q30</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | |
| | | |
| <p>Q34</p> <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| | | |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | |
| <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Remains a development | |

(3) Achieving Expectations

- 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.

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department layouts
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

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|--|--|--|-----------|------|
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | opportunity | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | Staff Pharmacist and I went over customer scorecard to review generic efficiency 100%, adherence 100% VBPT a 80% nice! and wait time at 20 minutes NTS a 69% | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | opportunity to improve non flu immunizations and Med D acquisitions at this locations. Having pharmacist detail businesses | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | Staff Pharmacist too away learning the customer scorecard and asking questions of support of the Leadership and upscaling them and the chosen DH's | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | none to discuss | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | cascading of information to the RX Team and upscaling of Leadership to help and be flexible to help in pharmacy | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Assistance of Leadership | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |

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Functional Competency

| | | | | |
|-----|---|--|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Document your conversation in the comment box below.

| | | | | |
|---|--|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

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|--------------|--|--|-----------|------|
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
|--------------|--|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | | |
|-----|---|-----|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | N/A | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|-----------------------------------|--|--|-----------|------|
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|--|-----------|------|

| | | | | |
|------------------------------------|--|--|-----------|------|
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
|------------------------------------|--|--|-----------|------|

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|---|--|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | >DM learn something new for Technician in reviewing exceptions > customer service scorecard learned from DM | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

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|--|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | > Need SM And ASM to assist and be flexible in helping pharmacy during busy times Next steps: | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

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|---|--|--|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | > upscale SM and ASM in Pharmacy > do drug utilizations report on fast tract and update to the most used drugs counted > upscaling current and new DH's with planned time training for efficiency > | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

04558 - Rosanna Kwong,MGR

Participant : Ronda J Lowe, Jackie
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 01/27/2016 14:00 Central Standard Time

| Questionnaire | Wed 01/27/2016 14:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--------------------------|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Pharmacy Plan Valeant | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and behavior (e.g.

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Pharmacy Plan Pulse meetings | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |

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|-----|--|---------------------------------|-----------|------|
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | no staffing issues at this time | 0.00/0.00 | 0.00 |
|-----|--|---------------------------------|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | | |
|---|--|--|-----------|------|
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

| | | | | |
|-----|---|----------------------------|-----------|------|
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | Great job on CNO in the Rx | 0.00/0.00 | 0.00 |
|-----|---|----------------------------|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|----------|------------------------------|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Improved | great improvement keep it up | 0.00/0.00 | 0.00 |
|-----|---|----------|------------------------------|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|---|--|--|-----------|------|
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | | | |
|-----|---|-----------------------|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have | Review SOP with staff | | 0.00/0.00 | 0.00 |
|-----|---|-----------------------|--|-----------|------|

comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | |
|-----|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s

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| Q92 | <p>according to state and federal regulations?</p> <ul style="list-style-type: none"> • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletions are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
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| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
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| Pharmacy Quality | | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Q27 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Q86 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Q87 | | | | |
| | Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| Q30 | | | | |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Q32 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Promoting immunizations during peak seasons. Making adherence | | |

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | calls and completing consultations on a regular basis <ul style="list-style-type: none"> • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| | | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |

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| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> • is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | TMs are engaged TMs are participating in Pulse meetings | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | Review Pulse targets | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04609 - Wing Cheung,MGR

Participant : Ronda J Lowe, Robert
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 01/27/2016 16:00 Central Standard Time

| Questionnaire | Wed 01/27/2016 16:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|-------------|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | Pharmacy Plan Valeant Pulse %waiters | | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | TMs excited | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | (3) Achieving Expectations | | | |
| | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and | | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Pulse targets %waiters VPBT | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | Review workflow and work station responsibilities CNO in Rx after inventory Reset inventory, dust shelves create larger Vaieant section | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |

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| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | 0.00/0.00 | 0.00 |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | |
| Q21 | | (2) | Overall cleaning and organizing needed in the Rx |
| | | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Review SOP for efficiency with each TM | 0.00/0.00 0.00 |
| Q22 | | | |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CLI/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | |
| Q23 | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed | | |

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| Q24 | <p>regularly?</p> <ul style="list-style-type: none"> • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
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Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthoriz

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given,

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| Q93 | including examples of exceptions or areas of concern, if any. | ed product (food/drink) and is clean • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |

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| Add necessary GROW coaching comments below | | |
| How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Business Performance and Sales | | |
| Operating Statements and IMPROvE Scorecards | | |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| (3) Achieving Expectations | | |
| Q33 | <ul style="list-style-type: none"> 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. | 0.00/0.00 0.00 |
| Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| Over the course of the last several visits, how has the rating changed? | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Consistent</p> | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| (3) Achieving Expectations | | |
| <ul style="list-style-type: none"> Store merchandised for customer Store | | |

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|-----|--|---|-----------|------|
| | | merchandise per Customer Plan | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | CNO SOP review workflow %waiters | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. | | | |

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| Q71 | <ul style="list-style-type: none"> Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> <p>Customer Leadership</p> <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| Q72 | <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> 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 |
| Q73 | <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| Q74 | <p>Document your conversation in the comment box below.</p> <p>1:1 Coaching/Feedback session with Store Leadership</p> | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

workflow
CNO

Store Walk Summary : District Manager Pharmacy FY16

01126 - ,MGR

Participant : Ronda J Lowe, Turny
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 01/21/2016 12:00 Central Standard Time

| Questionnaire | Thu 01/21/2016 12:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|--|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Pharmacy Plan for January Rx ICS Workflow | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work?
- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

Q15 0.00/0.00 0.00

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

Customer Care 0.00/0.00 0.00

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Rx Workflow | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | IC3 workflow | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

Keep up daily CNO 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments

Q22

0.00/0.00 0.00

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- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Q23

0.00/0.00

0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

0.00/0.00

0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Q24

0.00/0.00

0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Q84

0.00/0.00

0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies

0.00/0.00

0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25

0.00/0.00

0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?

| | | | |
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| Q92 | <ul style="list-style-type: none"> • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

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| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletions are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | |
|-----|--|-----------|------|
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
|---|--|------------|----------------|
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| Other Healthcare Services | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| Business Performance and Sales | | | 0.00/0.00 0.00 |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q80 | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |

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| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |

| | | | |
|---|---|-----------|------|
| <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | Q74 | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| <ul style="list-style-type: none"> • How are you identifying your top talent? • in what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • in what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | | |
| Q75 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Rx Plan
Workflow
IC3 lines at
register

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, David
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 01/21/2016 09:00 Central Standard Time

| Questionnaire | Thu 01/21/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|----------|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | Pharmacy Plan | | 0.00/0.00 | 0.00 |
| | Valeant | | | |
| | Staff RPH | | | |
| | development | | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work?
- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

Q15 0.00/0.00 0.00

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

Customer Care 0.00/0.00 0.00

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and

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|-----|--|---|---------------------------------|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Reviewed customer care with MGR | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? | Consistent | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Rx ops questions on Valeant, and Quality, Monthly Peer Review, Stars | | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Staff RPH development New MGR: review of expectations | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20

Staffing OK at the moment

0.00/0.00

0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00

0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

0.00/0.00

0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

0.00/0.00

0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00

0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments

Q22

0.00/0.00

0.00

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- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

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| Q23 | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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|---|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

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| Q24 | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | |
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| Q84 | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | |
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| Q25 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?

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| Q92 | <ul style="list-style-type: none"> Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| Q78 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and | | | |

| | | | |
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| | completed; clinic waiting area is kept clean and organized. | | |
| Q87 | <ul style="list-style-type: none"> • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVE Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |

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| RxM Core Competencies | | 0.00/0.00 | 0.00 | |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 | |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 | |
| 1:1 Meetings | | 0.00/0.00 | 0.00 | |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | Developing staff RPH | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 | |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 | |
| Q89 | List the key benefits from the perspective of the manager | Clarification on Quality | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | new MGR learning rx | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

06557 - Janet Shaw, MGR

Participant : Ronda J Lowe, Ana
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 01/28/2016 00:00 Central Standard Time

| Questionnaire | Thu 01/28/2016 00:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|------------------|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | Pharmacy Plan | Bedside Delivery | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and behavior (e.g.

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | TM engaged | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Pharmacy Plan | | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | St Mary's bedside delivery | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Explore other opportunities within the health system | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Workforce Planning | | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | | |

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| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | cross train techs BSD for coverage | 0.00/0.00 | 0.00 |
|-----|--|---------------------------------------|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

| | | | | |
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| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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|-----|---|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have | | 0.00/0.00 | 0.00 |
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comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

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| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
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Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
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Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s

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| Q92 | <p>according to state and federal regulations?</p> <ul style="list-style-type: none"> • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletions are being done, but not daily
- Bin reconciliation is completed, but not consistently

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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
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| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
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| Pharmacy Quality | | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
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| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Q27 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Q86 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Q87 | | | | |
| | Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| Q30 | | | | |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Q32 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| Q33 | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q80 | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

| | | | |
|--|--|------------------|-------------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specially etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Functional Competency | | |
| | <ul style="list-style-type: none"> Counsels Patients Effectively | | |

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| | | | |
|--|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? | | | |
| Q75 | <ul style="list-style-type: none"> • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Review of Rx plan
Rx growth, new customers

Store Walk Summary : District Manager Pharmacy FY16

13668 - Russell Kubota, MGR

Participant : Ronda J Lowe, Janet
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 01/12/2016 12:00 Central Standard Time

| Questionnaire | Tue 01/12/2016 12:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Rx Jan Plan Rx Budget Hours, eav IC3 lines | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work?
- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

| | | | | |
|-----|--|--|-----------|------|
| Q15 | | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

| | | | | |
|---------------|--|--|-----------|------|
| Customer Care | | | 0.00/0.00 | 0.00 |
|---------------|--|--|-----------|------|

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively and offers to assist them with their shopping experience.
- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and

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1

| | | | | |
|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Rx inventory reset Rx Valeant Rx Plan Workflow | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

Q20

as we reduce EAV in Feb, plan for techs

0.00/0.00

0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00

0.00

Pharmacy Department CNO- Experience, Execution and Efficiency

0.00/0.00

0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

(2)

overall Cleaning needed organize

0.00/0.00

0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

0.00/0.00

0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00

0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Q22

0.00/0.00

0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Q23

0.00/0.00

0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

0.00/0.00

0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?

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| | | | |
|-----|---|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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(food/drink) and is clean

- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q28 Add necessary GROW coaching comments and document the discussed items in the comments box below

Consistent 0.00/0.00 0.00

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q29 Add necessary GROW coaching comments and document the discussed items in the comments box below

Consistent 0.00/0.00 0.00

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 Add necessary GROW coaching comments below

0.00/0.00 0.00

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

| | | | |
|-----|--|-----------|------|
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |

| | | |
|--|---|----------------|
| Document your conversation in the comment box below. | | |
| Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | |
| | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | |
| | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 0.00 |
| RxM Core Competencies | | |
| | | 0.00/0.00 0.00 |
| Pharmacy Manager Core Competencies | | |
| | | 0.00/0.00 0.00 |
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| | | 0.00/0.00 0.00 |
| 1:1 Meetings | | |
| | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | |
| | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | |
| | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |

Rx Review
Rx Jan Plan
Review

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| Q90 | List the key concerns from the perspective of the manager. | Inventory reset On hands CNO | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | after completion of FE, assist rxm | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

00893 - Mary Chu,MGR

Participant : Buenos R Selor / ASM / Chief Pharmacist
Auditor Role :
Auditor Department : District
Response Date : Sat 01/30/2016 08:45 Central Standard Time

| Questionnaire | Sat 01/30/2016 08:45 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of Today's visit: | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | > January Activation Plan > DH support and upscaling > Flu shots > Customer score card | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Q15 | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? <p>If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below</p> | Discussed with Chief on Cascading of information to the RX team, they have 3 team which each team member are responsible for passing on information from Chief. topics discussed >90days >flu shots >work flow SM manager reviews current Delight scores and pass on the RX staff and inturn cascade to staff. | 0.00/0.00 | 0.00 |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Chief had one question for me to figure out to improve VBPT from 61% to our goal of 80 to 85%. I told the Chief I will ask during the Wrap up meeting on FEB 4th as a group. Chief and I were going over scenarios to figure out how to improve | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | |

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| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | 0.00/0.00 | 0.00 |
| | | next steps: | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | > consulting with HCS to improve VBPT | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | Stated above | 0.00/0.00 | 0.00 |
| Workforce Planning | | | | |
| | Questions regarding workforce planning may include, but are not limited to: | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | spoke with Chief regarding leadership training when needed and flexibility in respect when the pharmacy is busy. SM mentioned that ASM is being scheduled to learn a couple of hours a day when possible to be upscaled. DH (4) are being used in the pharmacy, but need upscaling with (ie) typing scripts. Both FE and RX are generally adopted | 0.00/0.00 | 0.00 |
| Q20 | | | | |
| Pharmacy Operational Deep Dive | | | | |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | | |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | | |
| Q21 | | (4) | pharmacy is CNO and especially organized, | 0.00/0.00 |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | pharmacy department is consistent | 0.00/0.00 |
| Pharmacy Operations- Execution and Efficiency | | | | |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Chief and I review exception queue together and I questioned current 95 TPR, Chief gave me a response of 20 patients with multiple medications that are solving based insurance needs, Chief and I also reviewed Customer scorecard and went over the | 0.00/0.00 | 0.00 |
| Q22 | | | | |

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| | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | | <p>metrics, hence the issue with VBPT. Reviewed workflow all is CNO, question if 20 dram vials are being used</p> <p>Chief and I reviewed Deletes and Calls which are completed on a daily basis. Bin recon are done on Fridays and verified by Tech and myself. Reviewed Rx smart counts on score card and are at 93%. Reviewed with Chief that diabetic test strips for outdates and all is cno. Reviewed amber vial to see stickers are on some were but crossed out. also viewed will call bins to reviewd aged prescriptions. Did not go over returns</p> |
| <p>Q23</p> | | | <p>0.00/0.00 0.00</p> |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> | | <p>0.00/0.00 0.00</p> |
| <p>Q24</p> | | <p>N/A</p> | <p>0.00/0.00 0.00</p> |
| <p>Q24</p> | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. <p>Add necessary GROW coaching comments below</p> | <p>Reviewed CII cabinets and Secured and reviewed Fridg all is cno. Key and log sheets in office safe</p> | <p>0.00/0.00 0.00</p> |
| | <p>Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? <p>Add necessary GROW coaching comments below</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given.</p> | | <p>0.00/0.00 0.00</p> |
| <p>Q25</p> | | | <p>0.00/0.00 0.00</p> |

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including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Reviewed with Chief GFD and all refused scripts are logged in and filed with CII hard copie. Chief and I reviewed Rx Activity Log sheet all is compliant. Did not check 222 forms. Hards copies are in stockroom locked and secured | 0.00/0.00 | 0.00 |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? | (4) | RX operations is consistant and maintained | 0.00/0.00 | 0.00 |
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| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | Operation is consistant | 0.00/0.00 | 0.00 |
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| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

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| Q26 | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPi boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPi records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | RX pharmacy reviews Stars and Peer reviewed by SM and RX chief and consultations is being provided per my visit today | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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| Q79 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | consistant with pharmacy operations | 0.00/0.00 | 0.00 |
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| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
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|--|--|--|--|-----------|------|
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
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| Q28 | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | store is HIV and Immunization center. Training is completed. Equipment and automation is set with this locations | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | | | |
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| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | N/A | 0.00/0.00 | 0.00 | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | no observance | 0.00/0.00 | 0.00 | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | none | 0.00/0.00 | 0.00 | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | reasonably CNO. January activation plan and immunization plan is being executed | 0.00/0.00 | 0.00 | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 | |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | SM and Chief once a month go over operating statements and go over wins and opportunities to improve business (ie) 90 day script growth | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | n/a | 0.00/0.00 | 0.00 | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> 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. | consistent and with proactive Chief to creat business | 0.00/0.00 | 0.00 |
| Q89 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | RX pharmacy is consistent with consistent proactive detailing by Chief | 0.00/0.00 | 0.00 |

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|-----|---|--|--|-----------|------|
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | With WIC program it created additional foot traffic and sales, but with clipper sales declining, it created an challenge for store to recompensate for additional growth in FE sales | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | opportunities to improve FE sales | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | Rx just improved their fast track utilization efficiency by updating their fast track | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 90 script growth is one of their strenght overing to all patients who come throught their window | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | to find the answer to improve VBPT at this location from current 61% to 80% | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| | | strenghts: | | | |
| Q65 | List store strengths discussed with the SM/RXM | > good communication between Chief and SM > listen to each other's opinions > proactive in improving immunizations programs | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | improve VBPT | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | FE sales and VBPT | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | | |
| | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial | | | | |

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|--|---|---|-----------|------|
| Q69 | indicators to drive and hold self and others responsible for achieving business results. Document your conversation in the comment box below. People Leadership | | 0.00/0.00 | 0.00 |
| Q70 | Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. Document your conversation in the comment box below. Strategic Leadership | | 0.00/0.00 | 0.00 |
| Q71 | Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. Document your conversation in the comment box below. Customer Leadership | | 0.00/0.00 | 0.00 |
| Q72 | Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Document your conversation in the comment box below. Healthy, Happy, and Creating Value Together | | 0.00/0.00 | 0.00 |
| Q73 | Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. Document your conversation in the comment box below. Functional Competency | | 0.00/0.00 | 0.00 |
| Q74 | Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). Add necessary GROW coaching comments below | not discussed | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | going over metrics in customer scorecard and hopefully finding ways to improve VBPT | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | not improving patient care in relation to VBPT and not making our flu shot goal | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Get answers to improve VBPT | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13667 - Turny Mao,MGR

Participant : Melissa May/Gary Lee
Auditor Role : Store Manager
Auditor Department : District
Response Date : Wed 01/27/2016 14:30 Central Standard Time

| Questionnaire | Wed 01/27/2016 14:30 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | New Store Manager Visit 90 Days Efficiencies in RX Manpower-LEAP NPS/ECC FE & RX Full Frontier in April FE & RX PAR Store PAR Lead for the District | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 How is the store manager recognizing team members for doing their best work? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (1) Not Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Uses branded salutations in an insincere manner (does not smile or make eye contact when appropriate). • Approaches customer only when requested. • Responds to customer needs when requested or uses body language, tone or word | | |
| | | Currently the service levels in the store overall are not where they should be. Although there are slightly better in the pharmacy. | | |
| | | <ul style="list-style-type: none"> • Uses branded salutations in an | | |

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|--|---|---|------------------|-------------|
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>choices that give the impression that efforts are not genuine.</p> <ul style="list-style-type: none"> Exhibits an unwillingness to help through communications or behavior (e.g. informing a customer that "it's not their department", ignoring waiting customers, or expressing disinterest or frustration to customers) Reacts inappropriately to difficult customer situations. Fails to recognize situations in which available tools could be leveraged to resolve standard customer issues (e.g. does not suggest a solution during an OOS situation). | <p>insincere manner (does not smile or make eye contact when appropriate).</p> <ul style="list-style-type: none"> Approaches customer only when requested. Responds to customer needs when requested or uses body language, tone or word choices that give the impression that efforts are not genuine. Exhibits an unwillingness to help through communications or behavior (e.g. informing a customer that "it's not their department", ignoring waiting customers, or expressing disinterest or frustration to customers). Fails to recognize situations in which available tools could be leveraged to resolve standard customer issues (e.g. does not suggest a solution during an OOS situation). | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | <p>New store manager had already observed the level of customer service and had brought it up before I had a chance to. He is aware that he has this challenge ahead of him but he needs to get to know his team first and start setting the example and on the spot coaching first.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Manpower PAR Being a Rapid Intervention store. Ideas for improving RX efficiencies Considering opening the in window again. Ideas for the wait line in Rx</p> <p>Lack of team engagement and team work in the store. Dress code Facing accountability</p> | | <p>0.00/0.00</p> | <p>0.00</p> |

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|---|-----------|------|
| Follow-Ups from Previous Visits | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | |
| <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |
| Workforce Planning | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | |
| <p>Q20</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | |
| Add necessary GROW coaching comments below | | |
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | 0.00/0.00 | 0.00 |
| | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | |
| <p>Q21</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| Over the course of the last several visits, how has the rating changed? | | |
| <p>Q77</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | |

Needs to hire a CSA.
Has an SFL who will be attending LEAP
Needs to continue to upscale current ASM
Work on overdue ppl's.

New SM.
Pharmacy condition is not where it should be at this time.

- Waiting area not CNO
- In-window/out-window cluttered/not clean
- Immunization area is not clean and sterile
- Excess outs in the ask your pharmacist section
- Required signage missing, outdated, or damaged/needs to be replaced
- Department is not organized
- Product on floor
- Excessive stock bottles on the fill counter
- Product in prohibited areas
- Refrigerator is unorganized or contains unauthorized items (food/drink)
- DPI information is not stored or secured properly.
- Drive thru area is cluttered

New SM already identified many of the problems and has a plan in place to work on efficiencies such as:

shelf space clutter,
pick up bins
work flow
open in window, (possibility)
sudaphed section and under

| | | utilized space/space not maximized | |
|---|---|------------------------------------|--|
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | Work flow is not being followed. SM will be working with Rxm to ensure team members get on board. Rxm just returned part time from disability leave. |
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CI/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | | | |
|-----|--|--|--|-----------|------|
| Q92 | | | | 0.00/0.00 | 0.00 |
|-----|--|--|--|-----------|------|

| | | | | | |
|-----|---|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Pharmacy efficiencies are currently not in place. | 0.00/0.00 | 0.00 |
|-----|---|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | | | |
|-----|---|--|-----------------------------------|-----------|------|
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|--|-----------------------------------|-----------|------|

New SM already has a plan to rework, reorganize, and redo the pharmacy. This includes fast rack, alpha sections as there are too many. Too many steps. Too much wasted time. Drug parameters needs to be done. Rxm is going out again.

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

| | | | | | |
|-----|--|--|--|-----------|------|
| Q26 | | | | 0.00/0.00 | 0.00 |
|-----|--|--|--|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | | | |
|-----|---|--|--|-----------|------|
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

| | | | | | |
|---------------------------|--|--|--|-----------|------|
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
|---------------------------|--|--|--|-----------|------|

| | | | | | |
|--|--|--|--|-----------|------|
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
|--|--|--|--|-----------|------|

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done

| | | | | | |
|-----|--|--|--|-----------|------|
| Q28 | | | | 0.00/0.00 | 0.00 |
|-----|--|--|--|-----------|------|

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- to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | |
|-----|---|-----------|------|
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | |
|-----|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

| | | | |
|-----|---|-----------|------|
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | |
|-----|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

New SM
Currently I havenot seen or observed that recognized marketing campaigns are fully executed. Or that there has not been a real effort of introduction of services to team members so team members can properly care for our patients. I did see them taking care of patients, but not offering them any of our service. This should be done on every transaction.

| | | |
|---------------------------------------|-----------|------|
| Business Performance and Sales | 0.00/0.00 | 0.00 |
|---------------------------------------|-----------|------|

| | | |
|---|-----------|------|
| Operating Statements and IMPROVe Scorecards | 0.00/0.00 | 0.00 |
|---|-----------|------|

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

| | | | | |
|-----|--|--------|-----------|------|
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | New SM | 0.00/0.00 | 0.00 |
|-----|--|--------|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | | |
|-----|--|--------|-----------|------|
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | New SM | 0.00/0.00 | 0.00 |
|-----|--|--------|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|-----|--|--------|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | New SM | 0.00/0.00 | 0.00 |
|-----|--|--------|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|--------|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | New SM | 0.00/0.00 | 0.00 |
|-----|---|--------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
|-----|---|--|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

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|---|---|-----------|------|
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| <p>The following are all opportunities for the new SM:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Basic key shrink control (modifies, HRxD, etc.) | | | |
| <p>Because the Rxm has been out, follow thorough has lagged.</p> | | | |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| <p>Focus needs to be on efficiencies and team engagement to be able to move forward and be effective.</p> | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| <p>Team engagement Rx efficiencies Work flow CNO/Clutter Drug parameters and layout Dress code How was the Rxm feeling? Was she returning too early. We are both concerned about her health and coming back to work too soon.</p> | | | |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |

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|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. | | |
| Q71 | <ul style="list-style-type: none"> Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> <p>Customer Leadership</p> | 0.00/0.00 | 0.00 |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> | 0.00/0.00 | 0.00 |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> | 0.00/0.00 | 0.00 |
| Q74 | <ul style="list-style-type: none"> Counsel Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| | <p>Team engagement</p> <p>Rx efficiencies</p> <p>Work flow</p> <p>CNO/Clutter</p> <p>Drug parameters and layout</p> <p>Dress code</p> | | |

Store Walk Summary : District Manager Pharmacy FY16

04570 - Kenneth Phung,MGR

Participant : Melissa May/Apple Lai/Andy Davenport
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 02/11/2016 09:00 Central Standard Time

| Questionnaire | Thu 02/11/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Start using EMM Format for store visits Filling SOP 90 Day NTT OOS/PPL Receiving Rxn/Mgr weekly meeting Immunizations NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | New SM is getting to know his team. When asked they said everything is fine. Store had inventory and everyone was helping along with other store managers pitching in. | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. | | |

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| | | | | |
|---|---|--|------------------|-------------|
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>Customers were being taken care of, but team members seemed more focused on the inventory process than making sure customers were taken care of. I saw two leadership pass by customers with no acknowledgement or asking for help.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | <p>Leadership needs to set the example and show that they put the customer first always and consistently. Team members will follow the lead.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | | | | |
| <p>Q17</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>REMS questions Vaieant question Tech schedule Donald</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | | | |
| <p>Q18</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | | | | |

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Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19

- Agree upon next steps
- Confirm and document next touch point to discuss progress against plans.

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

Q20

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

 How will you work with the leadership team to upscale and alleviate concerns they have with new management. How will that conversation go? Best to have a deep dive one on one conversation? A leadership meeting to show support and direction to all 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

Q21

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

 Pharmacy dept overall looked great. Filling counter could be a bit less cluttered and no staging please! It is not SOP. But it was taken care of by time we left the pharmacy (4) 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

 Currently they were not following the filling SOP which needs a next step to ensure proper follow thru with SOP. It's been time trialed that NOT staging causes less errors, takes less time and is more efficient. Scripts were being staged, filling station was cluttered, NTT calls were behind. 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Claims APPEAR

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| | | | | |
|-----|---|---|-----------|------|
| Q23 | <ul style="list-style-type: none"> Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>to be micro managed. Would like to take a deep dive the next visit when physical inventory is not going on in the store and pharmacy. The ABC auto deletes were being deleted and manually entered. There were deleted items that were being ordered. Not BSF.</p> | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

The following were being followed 100%:

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | |
|-----|--|-----------|------|
| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | Potential questions include, but are not limited to: | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith

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| | | | |
|-----|---|-----------|------|
| | Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | 0.00/0.00 | 0.00 |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

Great job on the following:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Product off of floor and clear path to all fire exits No product in prohibited areas Refrigerator is free of unauthorized product (food/drink) and is clean | 0.00/0.00 | 0.00 |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) | | |

I would have liked to have given a five, but please work with your team to:

| | | | |
|-----|---|-----------------------------------|------|
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? | 0.00/0.00 | 0.00 |
| Q26 | | | |

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- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

consistently offered and provided to patients

- Team members are having quality conversations some of the time

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

Team members are taking care of the customers, but we need to think about the customers experience and not just in and out fast and efficient.
How can we better care for our customers/patients?
Are you as a leader setting the right example?

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services

0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics

0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Q28
- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations)
 - Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
 - Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
 - Is the store equipped with the proper products and equipment? If not, what have you done to address this?
 - What is the number of patients the clinic is seeing and what is their goal?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Q27
- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
 - Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
 - Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

- Q85
- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Q86
- Any referrals from store/pharmacy team members
 - Clinic staff are included in regular updates and meetings, as appropriate
 - Manager is using customers and team members' feedback about clinic to address concerns
 - What are the current business results and goals?

0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Q87
- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
 - Cash pick up process in place.
 - Service and equipment issues are handled promptly.
 - Recognized marketing campaigns are fully executed.
 - Introduction of services to team members.

Would have like to hear team members offering patients the heart healthy BP, an immunization, text messaging etc.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales

0.00/0.00 0.00

Operating Statements and IMPROvE Scorecards

0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.

- Q30
- Is the SM able to effectively connect operational processes with key financial and performance metrics?
 - Is financial acumen a development opportunity for store leadership?

New SM.

0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | | |
|-----|--|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|-----|--|-----|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
|-----|--|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|-----------------------------------|--|-----------|------|
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | <p>How can we better engage our team members and work with your rxm so they take care of customers in the best way possible by:</p> <ul style="list-style-type: none"> • Making adherence calls and completing consultations on a regular basis • Consistently offers secondary services | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|--|-----------|------|

| | | | | |
|-----|---|--|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|-----------------------------------|---|-----------|------|
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | <p>Please be careful with the front entrance as it is starting to feel cluttered upon entering the store. We want our customers to feel open and welcomed upon entering.</p> <p>How can we better achieve this?</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|---|-----------|------|

| | | | | |
|-----------------------------|--|--|-----------|------|
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
|-----------------------------|--|--|-----------|------|

| | | | | |
|--------------------------------------|--|--|-----------|------|
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|--|-----------|------|

| | | | | |
|-----|---|--|-----------|------|
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | <p>Store has made their Flu shot goals! Thank you for taking care of your neighborhood and protecting them from the flu!</p> <p>Great pharmacy condition. Best in the district.</p> <p>What next steps are you taking on 90 day?</p> | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

| | | | | |
|-----|---|--|-----------|------|
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Ask the store manager to discuss key takeaways from the DM visit

| | | | | |
|-----|--|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

| | | | | |
|---|--|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

| | | | | |
|---|--|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
|---|--|--|-----------|------|

| | | | | |
|-----|--|---|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | Very driven Rxm High standards and want to take care of her patients. CNO pharmacy Efficient, fast tech's | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

| | | | | |
|-----|--|--|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | Store Manager needs to get to know his own team and how he can support his pharmacy and Rxm. NPS Filling SOP | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

| | Staging PPF/OOS | | |
|---|--|------------------|-------------|
| Q67 List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| • Encourages an atmosphere of open two-way communication. | | 0.00/0.00 | 0.00 |
| • Shows mutual respect while promoting and developing a diverse and inclusive team. | | | |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. | | 0.00/0.00 | 0.00 |
| • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | | |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| • Anticipates and responds to customer needs. | | 0.00/0.00 | 0.00 |
| • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | | |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| • Is fully engaged and inspires engagement in others. | | 0.00/0.00 | 0.00 |
| • Promotes wellness in the workplace. | | | |
| • Demonstrates commitment to creating value for the company. | | | |
| Document your conversation in the comment box below. | | | |
| Functional Competency | Great Functional Competency. Maintains Pharmacy Expertise Manages Time Effectively | | |
| • Counsels Patients Effectively | | 0.00/0.00 | 0.00 |
| • Maintains Pharmacy Expertise | | | |
| • Manages Time Effectively | | | |
| Document your conversation in the comment box below. | Just needs to think about some fine tuning. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| • How are you identifying your top talent? | | | |
| • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) | | | |
| • What challenges are you having with your low performers? | | | |
| • In what ways are you using GROW to coach low performers? | | | |
| • How are you using the discipline processes to performance manage low performers? | | 0.00/0.00 | 0.00 |
| • How is the SM progressing against his/her developmental goals? | | | |
| • Discuss career aspirations and how SM and DM can help in achieving those goals. | | | |
| • Discuss how the SM is recognizing Pharmacy team members | | | |
| • Discuss with the SM about his/her weekly meetings with the RxM | | | |
| • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | | |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | NTT Calls PPF/OOS-Not following new program. Tech unaware of it. Designated hitter Commitment to following the filling SOP and no staging Deep dive into | 0.00/0.00 | 0.00 |

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why ABC auto
deletes are being
deleted and
creating manual
claims.

Store Walk Summary : District Manager Pharmacy FY16

01297 - Ana Carias,MGR

Participant : Ronda J Lowe, Luong
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Fri 02/12/2016 13:30 Central Standard Time

| Questionnaire | Fri 02/12/2016 13:30 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Overview of Rx KPIs Tech development and training | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communication. | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>ations and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | A few KPIs need clarification | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | One on one weekly meetings between RxM and MGR | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |

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| Workforce Planning | | 0.00/0.00 | 0.00 | |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Developing and training entire new staff of techs | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 | |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | | | |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) Please get an overall cleaning in the Rx going asap | 0.00/0.00 | 0.00 |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | | |
| Q22 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CLI/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 | |
| <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed | | | | |

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| Q24 | <p>regularly?</p> <ul style="list-style-type: none"> • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(3) Achieving Expectations

- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthoriz

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given,

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|--|---|--|-----------|------|
| Q93 | including examples of exceptions or areas of concern, if any. | <p>ed product (food/drink) and is clean</p> <ul style="list-style-type: none"> • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | (3) Achieving Expectations | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> • All STARS cases are complete • Peer reviews are completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |

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| | | | | |
|-----|--|---|-----------|------|
| | | merchandise per Customer Plan | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | FE strengths in merchandising | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | RxM development Tech development Cross training within staff in the rx dept | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | weekly meeting with RxM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |

| | | |
|--|---|----------------|
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| | | 0.00/0.00 0.00 |
| 1:1 Meetings | | |
| | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | |
| | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | |
| | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 0.00 |
| | Good overview of One Box ownership Good overview of RxM development with MGR Review of KPIs Developing techs Work on CNO opportunities in the Rx | |

Store Walk Summary : District Manager Pharmacy FY16

02153 - Ramoncito Salonga, MGR

Participant : Buenos R Selor / Staff Pharmacist / RX staff
Auditor Role :
Auditor Department : District
Response Date : Thu 02/18/2016 00:00 Central Standard Time

| Questionnaire | Thu 02/18/2016 00:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of today's visit: | | |
| | | > February Initiative | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | > Customer Scorecard | 0.00/0.00 | 0.00 |
| | | > Immunization appointment - next Step not completed | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | Spoke to the Staff regarding five minute meeting, and the consistency is needed for engagement and cascading of information to TM. Recognition has been consistent per employees starting with the Pharmacist.. Team seem to talk be open with opinions within the department | | |
| Q15 | <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | 0.00/0.00 | 0.00 |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. | | |

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1

Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).
 - Maintains composure and assists customers during difficult situations.
 - Appropriately responding to EAS entrance and exit alarms
 - Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.).
- in my walk with the pharmacist. engagement with patients and staff consistent and positive. Customer issues are dealt with capable personnel to handle situation that arises
- 0.00/0.00 0.00

Q76 Over the course of the last several visits, how has the rating changed?
Add necessary GROW coaching comments below

Consistent Continuous visits that i have observed are good with pharmacist giving consistatin consultations, and the urgency of the RX staff having the sense of urgency to take care of their patients

0.00/0.00 0.00

Objectives and Discussion with SM

District Update

0.00/0.00 0.00
0.00/0.00 0.00

Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:

- Q17
- What would you like to accomplish during today's visit?
 - What questions do you have for me? What questions do you have on the recent district update or area wrap up?
 - Discuss handling of customer/patient complaints
 - What challenges/areas of concern can I provide additional guidance for during the visit?

> to make sure we clear out the work queue
> review and work th exception queue
> appoint and train DH in our store

0.00/0.00 0.00

Follow-Ups from Previous Visits

>DH not appointed yet and training has not begun since last visit

0.00/0.00 0.00

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| | | | |
|------------|---|---|-----------------------|
| | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | <p>> upscaling of the SM and ASM also a work in progress as I asked the SM. > Technician reviewing the exception Queue and the entries are less than 7 days (are compliant) > Drug utilization report on fast track needs to be planned. > removing 10 dram vials to the bottom and turning off autoreorder</p> | <p>0.00/0.00 0.00</p> |
| <p>Q18</p> | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | <p>We need to have an action plan as mentioned in item# 6</p> | <p>0.00/0.00 0.00</p> |
| <p>Q19</p> | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>Workforce Planning</p> | | <p>0.00/0.00 0.00</p> |
| | <p>Questions regarding workforce planning may include, but are not limited to:</p> | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | <p>need to appoint and trained DH. as per next step last month</p> | <p>0.00/0.00 0.00</p> |
| <p>Q20</p> | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | |
| | <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> | | |
| | <p>Add necessary GROW coaching comments below</p> | | |
| | <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00 0.00</p> |
| | <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00 0.00</p> |
| | | <p>(3) Achieving Expectations</p> | |
| | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and clear path to all fire exits No additional stock bottles in the fill area No product in prohibited areas | <p>pharmacy reasonably compliant with achieving expectations</p> | <p>0.00/0.00 0.00</p> |
| | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | |
| <p>Q21</p> | | | |
| | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | |

- Refrigerator is free of unauthorized product (food/drink) and is clean
- DPI records are put away and secured properly
- Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent team engagement with patients are consistent and positive energy 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Per my visit, observed continuous patient consultations. NTT call are reasonably at goal and RTS above goal.. exception queue review today are also compliant and has been worked the last 7 day or less 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly Clifsharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Reviewed with staff pharmacist returns in AS400 and aged and call list in work queue in ic+ all are compliant. Reviewed with Staff pharmacist with customer scorecard and smart counts and compass percentage is all above goal and compliant. Bin Reconciliation are completed on Saturdays. Review diabetic test strips and will call bins all compliant 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Reviewed price modifiers in RX. and review P-rated items for disposal 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Reviewed CII cabinet all secured and reviewed Fridge and are compliant. Keys and log sheet are in the safe. 0.00/0.00 0.00

Add necessary GROW coaching comments below

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Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Spoke with Staff Pharmacist and practices on GFD had them show me and reviewed sample of Refused CII meds with forms and Hard copy attached to be filled. Signs required are posted and compliant

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 0.00/0.00 0.00

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Medication are on the fill counter (some deletes are being completed

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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| | | | | | |
|---|---|------------|--|-----------|------|
| Q78 | <p>discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | <p>pharmacy is reasonably neat fill counter at this time of day is ok</p> | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
| | | | (3) Achieving Expectations | | |
| | | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | <p>all of the above as observed today at achieving expectations</p> | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | | |
| Q79 | <p>discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. | | | 0.00/0.00 | 0.00 |

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- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Business Performance and Sales | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | 0.00/0.00 | 0.00 |

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

| | | | |
|-----|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

- 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.

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
|-----|---|-----|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|-----------------------------------|-----------|------|
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|-----------------------------|-----------|------|
| Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
|-----------------------------|-----------|------|

| | | |
|--------------------------------------|-----------|------|
| Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
|--------------------------------------|-----------|------|

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | |
|-----|---|---------------------|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services | Flu shot above goal | 0.00/0.00 | 0.00 |
|-----|---|---------------------|-----------|------|

After exception queues reviews with pharmacist and technician the inc+ queues all compliant. Generic efficiency at 98%. Work sprucing up the pharmacy condition

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7

- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- What are the actionable items you will drive in the upcoming weeks?
 - What did you get out of the visit today?
- Q64 • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

Document your conversation in the comment box below.

>Reviewing Customer scorecard and picking up the Wins and the opportunities to improve.

> Need to work on engagement and recognition methods with RX TM from SM

> to improve Texting and Emails services with patients

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

> organized
> keep the mentality of a sense of urgency

Q65 List store strengths discussed with the SM/RXM

0.00/0.00 0.00

> mentality to get things done and improve

> holds TM accountable
> good communicator

> empathy to TM in the Pharmacy
> Communication in respect to two way

Q66 List store opportunities discussed with the SM/RXM

0.00/0.00 0.00

conversations able to receive opinion

> improve information flow from me to SM and to RXM to staff

>Engagement
> Cascading of information

Q67 List key focus areas discussed with the SM/RXM

0.00/0.00 0.00

> DH appointment and training
>

RxM Core Competencies

0.00/0.00 0.00

Pharmacy Manager Core Competencies

0.00/0.00 0.00

Operations/Business Leadership

- Q69
- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

Document your conversation in the comment box below.

SM communicates with RXM to discuss external opportunities for senior outreach.

and have improvement in services in the communicates

RXM could improve on two way communication and receive

concerns and be empathetic

0.00/0.00 0.00

People Leadership

- Q70
- Encourages an atmosphere of open two-way communication.
 - Shows mutual respect while promoting and developing a diverse and inclusive team.

Document your conversation in the comment box below.

RXM is open to new ideas and embraces change to benefit the store and company

0.00/0.00 0.00

Strategic Leadership

- Q71
- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
 - Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

Document your conversation in the comment box below.

Customer Leadership

- Q72
- Anticipates and responds to customer needs.
 - Maintains ethical boundaries and confidentiality in all internal and external customer interactions.

Document your conversation in the comment box below.

Customer is very good especially in the store that is challenge

0.00/0.00 0.00

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8

| | | | |
|--|---|---|----------------|
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | consistent and continuous patient counseling | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | none at moments | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > review of customer scorecard > positive recognition of TM by RX leaders > Discuss Services to improve (ie) texting an emailing > acknowledging of Flu shot goals in the store | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | none | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | > Disignate a DH and train schedule needed - repeat Next Step > 10 dram please turn off and move to bottom - repeat next step > upscaling SM and ASM need action plan to improve > updating the fast track please ask RXM and plan > | 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Bonnie
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Wed 02/24/2016 14:00 Central Standard Time

| Questionnaire | Wed 02/24/2016 14:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q68 Prior to the visit utilize the comment box below to document your clear objectives. | | PSTB: Service Review Med D Buckslips | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Great engagement on PSTB, good next steps | 0.00/0.00 | 0.00 |
| Q15 <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? <p>If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.</p> <p>Add necessary GROW coaching comments below</p> | | One bone on the fish was how FE and Rx can work together | 0.00/0.00 | 0.00 |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (4) | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | NPS: Service, customer Experience | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | Med D, BR points promotion | 0.00/0.00 | 0.00 |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? | | | | |

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1

| | | | | |
|-----|--|------------|-----------|------|
| | <ul style="list-style-type: none"> How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | 0.00/0.00 | 0.00 |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! <p>Have a coaching discussion with your SM on ways to address workforce planning issues. Add necessary GROW coaching comments below</p> | | | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? (4) Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | 0.00/0.00 | 0.00 |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> | | 0.00/0.00 | 0.00 |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? | | 0.00/0.00 | 0.00 |

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2

- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | |
|-----|--|-----------|------|
| Q84 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | |
|-----|--|-----------|------|
| Q25 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
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- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | |
|-----|--|-----------|------|
| Q92 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | |
|-----|--|-----------|------|
| Q93 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | |
|-----|--|-----------|------|
| Q78 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|------------------|-----------|------|
| Pharmacy Quality | 0.00/0.00 | 0.00 |
|------------------|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

| | | | |
|-----|--|-----------|------|
| Q26 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given,

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including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | |
|--|--|------------------|-------------|
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q80 | | 0.00/0.00 | 0.00 |

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| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |

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| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Next steps on Service 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01327 - Yong Li, MGR

Participant : Ronda J Lowe, Tiffany
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 02/23/2016 08:18 Central Standard Time

| Questionnaire | Tue 02/23/2016 08:18 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Rx NPS Rx GFD, over limits | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 How is the store manager recognizing team members for doing their best work? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and behavior | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>(e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Discussed asking customers for feedback RPH out front and center to engage with customers: consultations, ask for feedback, ask to take the survey | 0.00/0.00 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | | 0.00/0.00 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 0.00 |
| District Update | | | | 0.00/0.00 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | GFD: Policy being followed by other Wag stores | | 0.00/0.00 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | | 0.00/0.00 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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 pulled away and secured properly
- Drive thru area is CNO

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

Store Leadership Team to approach customers in line and in the waiting room.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments

Q22

0.00/0.00 0.00

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- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

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| Q23 | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

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| Q24 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | |
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| Q84 | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | |
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| Q25 | | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?

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|-----|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

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| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletions are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | |
|-----|--|------------|-----------|------|
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-----------|------|

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

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|-----|---|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
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| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| Other Healthcare Services | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| Business Performance and Sales | | | 0.00/0.00 0.00 |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q80 | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |

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|--|---|------------------|-------------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |

| | |
|---|--|
| <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Document your conversation in the comment box below.</p> | |
| <p>1:1 Coaching/Feedback session with Store Leadership</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>1:1 Meetings</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | |
| <p>Q75</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | |
| <p>Benefits, Concerns and next Steps</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Benefits, Concerns and next Steps.</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q89 List the key benefits from the perspective of the manager</p> | <p>Plan for NPS</p> <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q90 List the key concerns from the perspective of the manager.</p> | <p>Only 6 months left for fiscal year</p> <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits</p> | <p>Focus on NPS</p> <p>0.00/0.00</p> <p>0.00</p> |

Store Walk Summary : District Manager Pharmacy FY16

02005 - Shu B Guan,MGR

Participant : Melissa May/Hafez Rafeh
Auditor Role : Store Manager
Auditor Department : District
Response Date : Mon 02/22/2016 09:00 Central Standard Time

| Questionnaire | Mon 02/22/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|----------|---|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | (2) | 0.00/0.00 |
| Over the course of the last several visits, how has the rating changed? | | | Remains a development opportunity | 0.00/0.00 |
| Q76 Add necessary GROW coaching comments below | | | | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | Lost ASM to transfer and not replaced Manpower-lost an SFL due to LP issue after losing ASM Frustrated with floaters Tech applying to pharmacy school. | 0.00/0.00 |
| <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | | | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |

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| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | <p>Full Box-Weekly Rxm/SM meeting. Making a commitment to each other to support full box.</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | <p>Next steps are to schedule a weekly set meeting with Rxm/SM using the Storenet tool. Going over score card and plans to move forward with your own agreed up next steps.</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Workforce Planning</p> <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | <p>Store is recovering from a loss of a ASM due to a transfer and SFL due to LP issue. We interviewed a potential internal SFL candidate during the visit. Store has an approx 8 overdue ppl's.</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | | <p>0.00/0.00</p> <p>0.00</p> |

(3) Achieving Expectations

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|--|--|--|------------------------------|
| | | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <p>Q21</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | <p>Pharmacy always has a very welcoming feel and appearance.</p> | <p>0.00/0.00</p> <p>0.00</p> |

are put away and secured properly
 • Drive thru area is CNO

| | | | | | |
|--|--|---|--|------------------|-------------|
| Q77 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | <p>Overall the rx is in great condition but the opportunity lies in the paperwork and far back corner of the RX. There cannot be anything at all on the floor for team members safety.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Pharmacy Operations- Execution and Efficiency</p> | | | | | |
| <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> | | | | | |
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | <p>For February RX Smart count compliance has been 100%, please continue to monitor as previously it was very sporadic.</p> <p>Same with SS. Store is currently in the yellow wick will effect our in stock condition which in turn effects the store to be able to care for the customer properly because of potential outs.</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> | | | | | |
| <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | | | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. <p>Add necessary GROW coaching comments below</p> | <p>All was in order in the following as I observed today. C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Door combination different than other doors in the store. No food or drink</p> | | | | | |

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|-----|---|-----|---|-----------|------|
| | | | in the pharmacy refrigerator. | | |
| | | | No jackets, purses or backpacks etc. | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | | 0.00/0.00 | 0.00 |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | | |
| | Add necessary GROW coaching comments below | | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Potential questions include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | 0.00/0.00 | 0.00 |
| Q92 | | | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Opportunity lies in product off the floor consistency in Smart Counts | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Work to ensure all team members know the importance of the daily smart count and its completion. Not only one person should be responsible but a team effort. | | | | |
| | Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (4) | Great with patients and STARS. | 0.00/0.00 | 0.00 |
| Q26 | | | | | |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Having all techs engage with patients and having quality conversations remains a development opportunity. Need to work on engaging out patients across the board. Floaters/all techs, and not only the Rxm. | | | | |

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box below

It is more than welcoming the patient, but we can better serve them and care for them with our different services.

Other Healthcare Services

0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics

0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?

Q28 • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) 0.00/0.00 0.00

- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

Q85 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

Q86 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales

0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards

0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

Q30 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
- Best item best store and Top 50 reports
- Department trend report and Front end sales driver

Q32 0.00/0.00 0.00

Add necessary GROW coaching comments below

(3) Achieving Expectations

- Promoting immunizations during peak seasons. Rxm does an amazing job of
- Making adherence calls and Promoting immunizations during peak seasons.

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|--|---|--|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>completing consultations on a regular basis</p> <ul style="list-style-type: none"> • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | <p>Making adherence calls and completing consultations on a regular basis</p> <p>Calling return to stock daily</p> <p>Completing outreach program</p> <p>Consistently offers secondary services</p> | 0.00/0.00 | 0.00 |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | <p>What we need to see happen more is for the Rxm to engage her team and follow her lead as the role model. It is not happening with the entire staff.</p> | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 | 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | <p>Merchandising has improved but there is still quite a way to go.</p> <p>Front lobby has much improved but I still question some of the selection of products and layout.</p> <p>Scorecard reflects down in FE sales and both NPS scores are red so we need to put serious focus on how we are showing up for our customers.</p> | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | | 0.00/0.00 | 0.00 |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | | | 0.00/0.00 | 0.00 |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | Full Box Immunization Goal | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Great attitude, engaged, knows her patients, greets them by name, they ask for her | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Immunization Goal and how to protect your neighborhood from the flu | Engaging the entire pharmacy staff to have the same attitude and service level as the Rxm and one tech. | 0.00/0.00 | 0.00 |

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|-----|---|-----------|------|
| | CNO in the entire pharmacy | | |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsel Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |

Very open and great communication. Does not hesitate to ask question to gain knowledge. Encourages an atmosphere of open two-way communication

A true neighborhood store. Patients know the staff by name and know their needs ahead of time

In the process of interviewing and promoting an internal SFL.

Almost at Flu shot goal!

New leadership learn and losing ASM and high potential SFL.

Tech applying to pharmacy school and trying to keep her on board

Overdue ppl completion

Follow through

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7

| | | | | |
|------|---|--|-----------|------|
| Q991 | Review and list Follow-up items and agreed upon next steps to address in the following visits | with internal SFL FE smart count- must be consistent and 100% CNO and nothing on the floor in Rx. Not enough surveys in RX- work with training and engaging floaters using Rx coaching report. Must work with non outgoing staff Rph to engage w ith patients. RX time to fill | 0.00/0.00 | 0.00 |
|------|---|--|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

03889 - Eugene Wong,MGR

Participant : Melissa May/Jan Gavieres/Priscilla Hung
Auditor Role : Store Manager
Auditor Department : District
Response Date : Mon 02/22/2016 12:00 Central Standard Time

| Questionnaire | Mon 02/22/2016 12:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Getting to know new Rxm Full Box Flu goals Med D Team working to maximize Rx efficiencies | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 How is the store manager recognizing team members for doing their best work? | | Med D ECC results and top performerse are recognized New Rxm | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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|--|---|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Store overall has high performers with ECC | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | SBA remains a challenge and opportunity. Recommendation to really stress change is need during the mid year review. | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Challenges new Rxm has discovered: three drawers of TPR's left from 2013 ineterstores-no one knows how to process them Personal conflicts and lots of blame game Workflow need to be fixed Reworking the Rx for efficiencies | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | New SM has many challenges ahead and is working first on | | | |

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|--|---|---|-----------|------|
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | upscaling team members and efficiencies. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | Upscaling team members and starting to hold them accountable. Tech learning their responsibilities and cross training. | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | Requiring staff rph to step up into his role to support the Rxm and not be involved with petty personal issues. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | PPL's are a priority with focus on the overdue ppl's Currently schedule is all over the place with too many part timers and not enough consistency to properly take care of our patients. | 0.00/0.00 | 0.00 |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | Huge improvements in CNO. | 0.00/0.00 | 0.00 |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | | |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |

- clean
- DPI records are put away and secured properly
- Drive thru area is CNO

| | | | | |
|-----|--|--|---|-----------------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Remains a development opportunity | Rx has a way to go, but Rxm and SM are communication well and supportive. | 0.00/0.00 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> • in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments • in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including: | Good follow through | | |
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | IC -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |

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refrigerator.
No jackets,
purses or
backpacks etc

Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) Rxm/SM has a plan in place to get where they need to be. 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 0.00/0.00 0.00 (2)

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Remains a development opportunity

Rx team members are not doing all they can when having conversation with patients. I did observe any conversations and/or suggestions regarding additional services Walgreens offers.

Other Healthcare Services 0.00/0.00 0.00

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| | | | |
|--|--|------------------|-----------------------------------|
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | |
| Q27 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | |
| Q86 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | |
| Q87 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | |
| Q30 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | |
| Q32 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Remains a development opportunity |
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) | | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Remains a development opportunity |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments | 0.00/0.00 | 0.00 |

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box below

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|--|--|---|------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | | Great Full Box relationship with Rxm/SM Both are on board and communication well | |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | | Personal issues in the Rx. "Blame game" and not getting along Team members need to be held to the responsibilities of their roles and on board as a supportive team. Bay Owners for RX OOS/PFL as on hands are not correct Update parameters to get accurate drug located on the fast rack Currently not enough room for Valiant. | |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |

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| | Document your conversation in the comment box below. | communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | Very involved and comfortable in the Rx and supportive of full box. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Challenge with a long time SBA who does not have the required ECC skills for her position. Very inconsistent. Will use mid year review as a starting point as it was not previously addressed with prior mgr. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
| | | | | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Speak with SBA during mid year review on her ECC skills. Work with Rxm and SM support on reqorin gthe rx for effecencies. Holding techs accountable for their performance and job requiremets, but retraining and upscaling them first as it was not previously required of them. Hold Staff Rph accountable for his role in supporting the rx and being a leader in his pharmacy. More room for Valeant. | 0.00/0.00 | 0.00 |

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Workflow not
being followed
Using stickers for
close to expired
Rx Refrigerator-
needs to be CNO
and on hands
adjusted.
Renumber bins.-
no blue baskets
please.

Store Walk Summary : District Manager Pharmacy FY16

04609 - Wing Cheung,MGR

Participant : Ronda J Lowe, Robert, Scott
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 02/25/2016 11:00 Central Standard Time

| Questionnaire | Thu 02/25/2016 11:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Med D Buckslips Rx Fullbox New Customers: Med D and others March BR 500 point promo Workflow and efficiency | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | Need to review techs/rph staffing | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Show Rx CNO, Valeant project completion | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Workflow Efficiency Stacks of unfilled labels: keeping up with workload | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

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|--------------------|-----------|------|
| Workforce Planning | 0.00/0.00 | 0.00 |
|--------------------|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Let's review mix of staffing

| | | |
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| | 0.00/0.00 | 0.00 |
|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

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|--------------------------------|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
|--------------------------------|-----------|------|

| | | |
|---|-----------|------|
| Pharmacy Department CNO- Experience, Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

(4)

Great improvements on CNO RxM and Staff need to maintain

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| | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | |
|---|----------|-----------|
| Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Improved | 0.00/0.00 |
|---|----------|-----------|

Add necessary GROW coaching comments below

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|---|-----------|------|
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

| | | |
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| | 0.00/0.00 | 0.00 |
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In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

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| | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include,

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but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
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| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
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| Pharmacy Quality | 0.00/0.00 | 0.00 |
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Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store

| | | | |
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| | management? What was the last peer review topic? Was it written effectively? | | |
| Q26 | <ul style="list-style-type: none"> Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |

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|-----|--|------------------|-------------|
| | Add necessary GROW coaching comments below | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |

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Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | |
|-----|--|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
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| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Reivew of Full Box Expectations Both RxM and MGR working together
How can Rx help FE
How can FE help RXM manage Med D
New customers to help improve rx avg

Store Walk Summary : District Manager Pharmacy FY16

04492 - Zhi Hao Cai,MGR

Participant : Ibrahim K Bilal,Stacie
Auditor Role :
Auditor Department : District
Response Date : Tue 02/23/2016 00:00 Central Standard Time

| Questionnaire | Tue 02/23/2016 00:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -Pharmacy customer scorecard -Following up RXM concern ER contraceptive certification -90 days - Safely and open work order. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | - RXM is working with her staff to drive nps to reach the target. nps at 80 vs target 87 | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g., acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Staff demonstrates an appreciation for customers through behavior. | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | Pharmacy staff must drive the behavior of driving NPS with customers through engagement and communication. | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>-H2 to drive the 90 days -Last week for Med D voucher</p> <p>Concern Pharmacy shutter still not fixed. Safely concern</p> | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Pharmacy wait time is improving | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |

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| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | Discussed with the SL the ownership of the full box. | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | | |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and RX budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | The SL is supporting the pharmacy during lunch time and rush hour | 0.00/0.00 | 0.00 |
| Q20 | <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | The pharmacy have any equipment in need of repair. Ticket were open for long time. DM will follow up with the status | 0.00/0.00 | 0.00 |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |

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|---|-----------|--|
| Add necessary GROW coaching comments below | | |
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | |
| Q22 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | |
| In what ways is the pharmacy following proper inventory control procedures, including: | | |
| Q23 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | |
| Add necessary GROW coaching comments below | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACCOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | |
| Add necessary GROW coaching comments below | | |
| Q84 | 0.00/0.00 | 0.00 |
| In what ways are proper security procedures being followed in the pharmacy, including | | Pharmacy is cno. No jackets or purses All doors are secured including combination numbers. CII cabinet locked and secured |
| <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | |
| Add necessary GROW coaching comments below | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| Potential questions include, but are not limited to: | | |
| Q25 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |
| Add necessary GROW coaching comments below | | |
| Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |

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Potential questions include, but are not limited to:

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|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(3) Achieving Expectations

| | | | |
|-----|--|-----------|------|
| Q93 | <ul style="list-style-type: none"> • Product off of floor and 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 • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

| | | | |
|-----|---|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given,</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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including examples of exceptions or areas of concern, if any.

patients
 • Team members are having quality conversations some of the time

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 Consistent 0.00/0.00 0.00
 Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

Q28
 • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
 • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
 • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
 • Is the store equipped with the proper products and equipment? If not, what have you done to address this?
 • What is the number of patients the clinic is seeing and what is their goal?
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27
 • Kiosk (Registration, check-in, look up wait times, scheduling appointment)
 • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
 • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available
 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85
 • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy
 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

Q86
 • Any referrals from store/pharmacy team members
 • Clinic staff are included in regular updates and meetings, as appropriate
 • Manager is using customers and team members' feedback about clinic to address concerns
 • What are the current business results and goals?
 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

Q87
 • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
 • Cash pick up process in place.
 • Service and equipment issues are handled promptly.
 • Recognized marketing campaigns are fully executed.
 • Introduction of services to team members.
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

Q30
 • Is the SM able to effectively connect operational processes with key financial and performance metrics?
 • Is financial acumen a development opportunity for store leadership?
 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32
 • Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
 • Best item best store and Top 50 reports
 • Department trend report and Front end sales driver
 0.00/0.00 0.00

Add necessary GROW coaching comments below

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| | | (3) Achieving Expectations | | |
|--|--|---|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HfRxID, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -Staff know their customers by name -Wait time -Good relation between SL and RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Engage customers to improve on NPS Promote immunization to capture 90 days | 0.00/0.00 | 0.00 |

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| | | and Immunization | | |
| Q67 | List key focus areas discussed with the SM/RXM | Customer scorecard and opportunity report. | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | Good atmosphere of open two-way communication between staff and store leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | Store will be on frontier wave four roll out by early April. The store start working on change and change behavior | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | -Staff will focus on customers engagement and driving NPS | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | Rxm is counseling patients effectively RXM maintain pharmacy expertise and discussed the CE for ER contraceptive certification | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | open discussion reading customer scorecard | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | H2 drive the med D voucher, when the plan is not on the list | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | follow up with 90 days and NPS | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02125 - Terra Dunlap,MGR

Participant : Buenos R Selor / RXM
Auditor Role :
Auditor Department : District
Response Date : Sat 02/27/2016 00:00 Central Standard Time

| Questionnaire | Sat 02/27/2016 00:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of todays visit: | | |
| | | > Review score card with RXM | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | > go over wins and opportunities | 0.00/0.00 | 0.00 |
| | | > to over 90 day script growth | | |
| | | > customer delight | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | Spoke with Technician on 5mm which RXM cascade information on the following: | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | > Version 73 | 0.00/0.00 | 0.00 |
| | How is the store manager encouraging peer to peer recognition? | > Texting | | |
| | How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? | > cascading of information from compass | | |
| | What kind of opportunities do you have to express your opinions? | > immunizations | | |
| | How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q76 | Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | agenda: | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | > work on the basics | 0.00/0.00 | 0.00 |
| | | > working on the NPS in the Pharmacy | | |
| | | > discuss pull through on 90 day script growth | | |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | | NPS is an opportunity that need to be discuss in the pharmacy and FE | | |

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|--|---|------------------|-------------|
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | <p>the next step was to have an action plan executed the no such plan as of yet will discuss with SM.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | <p>also developing DH in Pharmacy, RXM showed me her check off list of she would like from a DH also told of the corporate DH checklist to incorporate in</p> | | |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | <p>>Have an Action plan executed in both FE and RX for NPS</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>>Decide on a DH and execute plan to upscale</p> | | |
| <p>Workforce Planning</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> | | | |
| <p>Q20</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>Selecting and upscaling DH in the Pharmacy. Review adoption in the pharmacy all is compliant</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> | <p>(3) Achieving Expectations</p> | | |
| <p>Q21</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 <p>filling area is small and no space to work... Signage is up to date and licenses observed. reviewed outdate all is compliant</p> | <p>0.00/0.00</p> | <p>0.00</p> |

(food/drink) and is clean
 • DPI records are put away and secured properly
 • Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|---|---|------------|-----------------------|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Consistent | pharmacy is compliant | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | | 0.00/0.00 | 0.00 |

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | | | |
|-----|---|--|--|-----------|------|
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Review customer scorecard with RXM and view the wins and opportunities. the opportunities RXM and SM will discuss to improve and develop a strategy to improve

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | | | |
|-----|--|--|---|-----------|------|
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | Reviewed Aged and call list with Technician and asked for compliance also review exceptoin queue for compliance and review. Reviewed returns in the AS400. reviewe outdates and randomly checked 12 day or order in WCBins. All is complaint. | 0.00/0.00 | 0.00 |
|-----|--|--|---|-----------|------|

Add necessary GROW coaching comments below

| | | | | | |
|---|--|--|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | 0.00/0.00 | 0.00 |
|---|--|--|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | | | |
|-----|--|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | | 0.00/0.00 | 0.00 |
|-----|--|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | | |
|-----|---|--|--|-----------|------|
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | Reviewed Cii cabinet all is compliant and fridge. also compliant | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | | |
|--|--|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | 0.00/0.00 | 0.00 |
|--|--|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith

Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)

- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

Reviewed with RXM GFD and the process of complaint

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deleters are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

pharmacy is neat and orderly. only the filling stations are cluttered

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent pharmacy is consistent

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

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(3) Achieving Expectations

| | | | | | |
|---|---|--|--|------------------|-------------|
| | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | <p>Asked and reviewed STARS report and peer review has been completed in the queue</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q26</p> | <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | |
| | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>Consistent</p> | <p>pharmacy is consistent in this measure</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q79</p> | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | | |
| <p>Other Healthcare Services</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Other Specialty Pharmacy Services & Healthcare Clinics</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |
| | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q28</p> | <p>Add necessary GROW coaching comments below</p> | | | | |
| | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q27</p> | <p>Add necessary GROW coaching comments below</p> | | | | |
| | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q85</p> | <p>Add necessary GROW coaching comments below</p> | | | | |
| | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q86</p> | <p>Add necessary GROW coaching comments below</p> | | | | |
| | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q87</p> | <p>Add necessary GROW coaching comments below</p> | | | | |
| <p>Business Performance and Sales</p> | | | | <p>0.00/0.00</p> | <p>0.00</p> |

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|---|---|--|-----------|------|
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | Spoke with RXM and acknowledge meetings with SM on financial operating statement and metric reports | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> 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. | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | After reviewing customer scorecard with RXM and improve scorecard, pull through is nearing target in 90 day adjusted 3.6 with a target of 4.0 | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent continued consistency | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | store is well merchandised and well instock | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent customer merchandising program is complaint | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Confidential | | | | |

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|---|--|-----------|------|
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. | | |

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|---|--|---|-----------|------|
| Q73 | <ul style="list-style-type: none"> • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> | | 0.00/0.00 | 0.00 |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | meets expectations on the above mentioned | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> <p>Benefits, Concerns and next Steps</p> <p>Benefits, Concerns and next Steps.</p> | has not been assigned for DH in pharmacy or upscaled executed yet | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > overview of customer scorecard > basic of PSTB overview with RXM > listening to technician regarding Prescribed 90 day Script growth to meet near target goal of 4.0% | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | improve NpS score in RX and FE and execute improvement plan | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Already mention in previous questions | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01403 - Vi Nguyen,MGR

Participant : Buenos R Seior / Staff Pharmacist
Auditor Role :
Auditor Department : District
Response Date : Tue 03/01/2016 08:28 Central Standard Time

| Questionnaire | Tue 03/01/2016 08:28 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| | | Objectives of today's visit : | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | | 0.00/0.00 | 0.00 |
| | | > LTR/ NTT > 90 Script > NPS > Valeant | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | RXM when time permits will have spot cascading of information to his TM. Speaking to support staff if team recognition is frequent. An opportunity to speak to TM and talk about quick wins | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Upon my entire to the pharmacy, pharmacy was busy with a pharmacist and technician. DH was available to help during long lines. Technician was very polite and greeting every patient at the window | 0.00/0.00 | 0.00 |
| Q16 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | Was not present with additional help in the pharmacy. In this case tech help, but DH was readily available to help. We have some opportunity to improve in regards improving operational task on daily basis | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>expectations:</p> <ul style="list-style-type: none"> > time to do the daily routine tasks in the pharmacy > 90 day Ideas in crease script growth. > review NPS | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | <p>Next agreed action steps:</p> <ul style="list-style-type: none"> > improve NPS - above target as of January | | | |

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| <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | <p>> improve NTT and VBPT - still an opportunity</p> <p>> improve 90 day adjusted currently -3.3 w/target of 3.3</p> <p>>Discussed with ASM to have a Pulse owner on all 3 measures and discuss barriers and solutions as a group to move the needle.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>> In house meeting with Rxm to discuss operations and staff needs and wants</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Workforce Planning</p> <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>SM has 4 DH to help with the influx of business and hopefully to upscale DH's in the pharmacy to have flexibility and fluency. Training is done in the pharmacy which RXM has the "A" and his technicians has the "R" in training</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00</p> | <p>0.00</p> |

(3) Achieving Expectations

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| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 <p>store is consistent, need clear pharmacy counter to be a little more cleaner and organized</p> | <p>0.00/0.00</p> | <p>0.00</p> |
|---|---|------------------|-------------|

- clean
- DPI records are put away and secured properly
- Drive thru area is CNO

| | | | | |
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| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Remains a development opportunity | need additional help (DH) in the morning before the next technician scheduled comes in | 0.00/0.00 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 0.00 |
| Q22 | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | Operationally is a challenged in the pharmacy, NTT is low, not getting to the calls, RTS is above 45% goal at 49% more needed for both of these task. Observed face to face engagement of pharmacist with patients | 0.00/0.00 0.00 |
| Q23 | In what ways is the pharmacy following proper inventory control procedures, including: <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | Observed with pharmacist and the ASM on deletes and call, which is completed on daily basis in the evening, Returns are done on a monthly basis reasonably as viewed in the AS400. Reviewed outdated all is cno and reviewed CII cabinet and fridge for unauthorized products . Also selected WCB to check for 12 days older in the bin all is cno.. | 0.00/0.00 0.00 |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| Q24 | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | N/A | | 0.00/0.00 0.00 |
| Q84 | In what ways are proper security procedures being followed in the pharmacy, including <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | | CII cabinet and fridge is cno | 0.00/0.00 0.00 |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 0.00 |
| | Potential questions include, but are not limited to: <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith | | | |

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| | <ul style="list-style-type: none"> efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | | |
| Q25 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
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| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | Reviewed with pharmacist GFD and reviewed files all is cno. Reviewed hard copy and GFD forms that are attached then filed. All hard copies are filed and locked in valuable room | |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |

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|-----|---|-----|----------------------|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Still an opportunity | 0.00/0.00 | 0.00 |
|-----|---|-----|----------------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|-----------------------------------|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | SM and RXM working together to work on operational tasks and develop action plans to move the needle to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | |
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| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | consistent here | |
| Q26 | | 0.00/0.00 | 0.00 |

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | | |
|-----|---|------------|--|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | given the achieving expectations above store is consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |

| | | | | | |
|---------------------------|--|--|--|-----------|------|
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
|---------------------------|--|--|--|-----------|------|

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|--|--|---|---|-----------|------|
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 | |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | Store is a compounding and immunization store | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | none observed | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | no referrals | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | no | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 | |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | SM reviews financial acumen with Store Leadership and RXM | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | N/A | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | An opportunity in the pharmacy to improve services (ie) texting, emails, immunizations etc. Out of the box ideas to improve daily pharmacy task | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Need to discuss an intervention between RXM, SM and DM | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | well merchandising and well in stock | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | | |

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| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | store is very consistant | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | ECC and greeting patients in the pharmacy have a sense of urgency to take care of their patients | 0.00/0.00 | 0.00 | |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | opportunities to improve texting and emails and NTT and 90 day pull through | 0.00/0.00 | 0.00 | |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | <p>> Need additional scanner and phone in the pharmacy.</p> <p>> Actionable next step to improve 90 day, NTT and LTR report on patients wanting their refills</p> | 0.00/0.00 | 0.00 | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | <p>Good energy in the Pharmacy</p> <p>>Need to work on improving engagement and empowering TM in the pharmacy.</p> <p>> Identify opportunities/challenges and develop specific actionable plan on NTT, 90 day RTM and emails and texting services.</p> | 0.00/0.00 | 0.00 | |
| Q66 | List store opportunities discussed with the SM/RXM | <p>> Identifying operational wins in the pharmacy and communicate with TM</p> | 0.00/0.00 | 0.00 | |
| Q67 | List key focus areas discussed with the SM/RXM | Engagement and leading and moving the needle operationally | 0.00/0.00 | 0.00 | |
| RxM Core Competencies | | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 | 0.00 |
| Q69 | <p>Operations/Business Leadership</p> <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | need to work on reviewing financial acumen and identifying opportunities and developing action plans to improve | 0.00/0.00 | 0.00 | |
| Q70 | <p>People Leadership</p> <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | need to change a tell do mentality to a bottom up approach to get feedback and engagement | 0.00/0.00 | 0.00 | |

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| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | Need to think out of box and communicate ideas and receive opinion independently | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | good with customer and take care of them | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | counsel patients but needs to time manage better | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | top talent is their technician team | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | > identifying operational opportunities | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > have an intervention meeting with RXM and SM and DM | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | > improvement in NPS scores Pharmacy engagement with TM Action Plan to improve: | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | > 90 day pull through > NTT patient > RTS > Services in Texting and EMails | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

15127 - Dat Le,MGR

Participant : Buenos R Selor / SM / Pharmacist
Auditor Role :
Auditor Department : District
Response Date : Tue 03/01/2016 12:12 Central Standard Time

| Questionnaire | Tue 03/01/2016 12:12 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| | | Objective for today's visit : | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > NTT calls > 90 day pull through > script growth > NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Asked PHarmacy team regarding meeting , No technicians except on day, conversation is done ongoing in the pharmacy. Cascaded information is from SM Via DM. Recognition of work in the pharmacy is not frequent. | | |
| Q15 <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | | A NEED OF OPPORTUNITY FOR TM IN THE PHARMACY | 0.00/0.00 | 0.00 |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience . Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | VERY GOOD in service in the Wellness center, very low volume, need to increase script growth | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | store is consistant | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>> Clarafication of 90 day > Access to LTR email as a floater > Access to Adherence as a floater > Surveys too long</p> | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? <p>Add necessary GROW coaching comments below</p> | <p>> improve and have action plan in NTT calls > improve and have action plan for VBPT</p> | | 0.00/0.00 | 0.00 |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders | | Action plan is to talk to pharmacist as to the barrier causing low | | | |

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| (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | VBPT percentage and find solutions. | 0.00/0.00 | 0.00 |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | |
| Add necessary GROW coaching comments below | one solution: on OOS change the Verified time to the next warehouse | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | DH Joanna has the task of helping in the pharmacy whe needed | 0.00/0.00 | 0.00 |
| Q20 | | | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | (5) Outstanding | | |
| | <ul style="list-style-type: none"> Waiting area exceptionally CNO Diagnostic section with no outs No outs in the ask your pharmacist section. All required signs are in place with no damage or wear and no outdated Entire pharmacy CNO and clutter free Will pass all inspections (Fire, Steritech, etc.) No staging or stock bottles in the fill area Refrigerator is exceptionally CNO and free of unauthorized items. | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC lotes...etc) Is the sharp container stored inside the pharmacy when not in use? | exceptional cno | 0.00/0.00 | 0.00 |
| Q21 | | | |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pPharmacy is consistent | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Face to face interaction in | | |

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| | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | <p>observance is good NTT is still a work in progress after looking at the customer score card, what are the barrier for them not calling and find a solution to improve to goal</p> | 0.00/0.00 | 0.00 |
| Q22 | <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | |
| | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | | | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>reviewed all listed all compliant and cno</p> | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> | | | |
| | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is RX hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | <p>CII and Fridge is all compliant</p> | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> | | 0.00/0.00 | 0.00 |
| | <p>Potential questions include, but are not limited to:</p> | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> | | | |
| | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |

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Potential questions include, but are not limited to:

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| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Reviewed with pharmacist on processing of CII rejection and the form used | 0.00/0.00 | 0.00 | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (4) | low volume time to do | 0.00/0.00 | 0.00 |
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | store is consistent | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | (3) Achieving Expectations | | 0.00/0.00 | 0.00 |

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | | | |
|-----|---|---------------|---------------------|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | all compliant | | 0.00/0.00 | 0.00 |
| Q79 | <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | store is consistent | 0.00/0.00 | 0.00 |

| | | |
|--|-----------|------|
| Other Healthcare Services | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

| | | | | | |
|--|--|--|--|-----------|------|
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)

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|--|---|-----------|------|
| Q27 | <ul style="list-style-type: none"> Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | 0.00/0.00 | 0.00 |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | |
| Q33 | <ul style="list-style-type: none"> 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. <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| Q89 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | |
| <ul style="list-style-type: none"> Store | | | |

| | | | | |
|-----|--|---|-----------|------|
| | | merchandise for customer | | |
| | | • Store merchandise per Customer Plan | | |
| | | • Promolocations filled and signed | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | • Acceptable basic department outs | 0.00/0.00 | 0.00 |
| | | • Promoting pharmacy services | | |
| | | • Completing outbound calls (adherence, RTS etc.) | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | strength is their NPS scores, Pharmacy condition | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics | N/A | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | > better understanding of 90 day pull through and how to improve from a pharmacy standpoint > A pharmacist idea of how to improve NTT call > How to access LTR for floaters | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Nice NPS scores, Neat WellnessCenter. Store is neat and well merchandise | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | improve NTT calls, SM will have action plan to improve | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | NTT calls | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |

| | | |
|--|---|--|
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counseils Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| 1:1 Meetings | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Joanna as a DH for Pharmacy 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > Information on March Initiative LTR and NTT > Frontier approach to pharmacy walks > 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | none 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | >Action plan to improve NTT call i the pharmacy > Continuous upscaling of store manager in pharmacy 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

09886 - Jesus Jimenez,MGR

Participant : Ballow Yu, Jesus, John
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 03/01/2016 13:30 Central Standard Time

| Questionnaire | Tue 03/01/2016 13:30 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | ---Follow up on progress of RX CNO ---Have discussion March initiatives: Late to refill, NTT and promise time. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | TMs stated that they have daily 5MM. Covered about 3 for 2 program, BMH, senior day, 500 points bucksip. Had conversation with TMs about how to refer customer back to RX to connect with Rph when talking about senior day. Discussed about benefits/concerns and how it will help increase RX business and provide services to patients in helping them get, stay and live well. | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 | | How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | |

Confidential

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|---|---|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>---get feedback on progress ---discuss about staffing concerns ---share new product quality verification screen recently installed. ---unable to order while ready bins for RX.</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand | | <p>RX making progress on CNO. RX team reset fast rack, alpha and unit of use. RX increased ready bins to improve workflow and</p> | | |

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|-----|--|--|-----------|-----------|------|
| | consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | have larger bags in cabinet by ready bin. Still has opportunity in CNO, IE: removing boxes off of floor by entrance door to RX, organize back area of RX by overstock vials, ensure all product has mylars. | 0.00/0.00 | 0.00 | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 | |
| | Workforce Planning | | 0.00/0.00 | 0.00 | |
| Q20 | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Store recently promoted TM to tech position. Tech catching on and learning quickly. Store currently don't have staff rph and having floaters fill in. Discussed about shortage in cover other open tech shifts by hiring from external. Discussed about options to reach out to tech schools, IE: city college, PPH, and asking current techs for referrals. SM and RXM will follow up and update what works and doesn't work. | 0.00/0.00 | 0.00 | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 | |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC lotes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | Product/boxes on floor, has outs in ask your pharmacist section, waiting area coffee table has tape and adhesive stains. Should consider removing stain or table. Noticed tech license not displayed properly, store has ticket open to install. RX has opportunity for CNO, clutter free. RX team has made progress and great improvement already. | (2) | 0.00/0.00 | 0.00 |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Improved | 0.00/0.00 | 0.00 | |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> | Discussed about filling SOPs. Noticed store flagging 20 dram vials. Had discussion with RXM and rph, store TMs used to flagging and continue doing so | | | |

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|---|---|---|-----------|------|
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>even when stopping use of 10 dram vial. Discussed about benefits and concerns with flagging, talked about reduce time, labor and brand representation. RXM will have discussion with team and explain benefits by 3/4/16</p> | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | Did not observed in violations in this area. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | |
| Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

RX has been following up with 7 day and deletes, has some inventory opportunities IE: ensuring all products are labeled to prevent inventory concerns, removing items off of floor, especially by doorway entering RX.

Q93

0.00/0.00 0.00

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Improved

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26

0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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| Q79 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | |
| Q27 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | |
| Q86 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | |
| Q87 | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |

RX has opportunity in late to refill, NTT and promise time. Had discussion with RXM and SM about benefits of following up with late to refill, NTT and promise time. Discussed and shared best practices on how to address late to refills. RXM will follow up and ensure team understands the "why".

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | RXM stated that they will start printing out late to refill list, contact patients, offer automatic refills and text messaging. Discussed about NTT goal being 80% and creating that stickiness which will help with better adherence and ultimately help us gain additional plans as they will see how we help patients with adherence. increasing waiters and focusing on promise time will provide customers with better service and ultimately help with NPS. Talked about how these initiatives will help with 90 and NPS on improve scorecard. RXM will follow up with team to communciate and create awareness. Will share with DM on next visit on what works/doesn't work. Follow up date for RXM to communicate with TM by 3/10/16 | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Has opportunity with NTT, has some outs, missing mylars in ask your rph department. RXM has plans to improve section, increase ready bins for better workflow and organization. | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) Document your conversation in the comment box below. | RX making good progress and heading right direction on improving workflow, CNO, training RX team. Keep up the great work and engagement in getting team feedback and coming up with solutions and next steps as a team. | | 0.00/0.00 | 0.00 |
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics Document your conversation in the comment box below. | | | 0.00/0.00 | 0.00 |
| Q64 | Ask the store manager to discuss key takeaways from the DM visit <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) Document your conversation in the comment box below. | ---Gain knowledge and best practices on late to refills, NTT and promise time/waiters. ---Discussed about staffing and hire options. ---Discussed about SOP on flagging vials. | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |

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|--|---|---|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | RX team on the right track and improve overall workflow, CNO and completing daily task. FE TMs aware of senior day, buckslips, SM conducting 5 minute meetings with TM and educating team on company focus. ---Continue to improve on RX operations. ---OSA/scanouts in front of store could use focus. | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | --- staffing/hiring/having a flexible workforce to be able to flex up as needed. ---Gain knowledge and best practices on late to refills, NTT and promise time/waiters. ---Discussed about staffing and hire options. ---Discussed about SOP on flagging vials. | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | ---Continue to improve on RX operations. ---OSA/scanouts in front of store could use focus. --- staffing/hiring/having a flexible workforce to be able to flex up as needed | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| | <ul style="list-style-type: none"> Counsels Patients Effectively | | | |

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|--|---|--|------|
| Q74 | <ul style="list-style-type: none"> • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| | | <p>---shared best practices of late to refill, NTT and promise time/waiters</p> <p>---Had discussion about staffing and next steps, suggestions provided</p> <p>---HCS and DM feedback and suggestions</p> <p>---Staffing level with floating techs</p> <p>---new product quality verification installed.</p> <p>Next steps within body of report.</p> | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

00896 - Tedman Woo,MGR

Participant : Melissa May/Tedman Woo
Auditor Role : Store Manager
Auditor Department : District
Response Date : Wed 03/02/2016 09:00 Central Standard Time

| Questionnaire | Wed 03/02/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Puiseont Frontier Sustainability & Continuous Improvement 90 Day at Retail program VBPT Verify all Rx team members are familiar with and using the Immunization Selection Tool NPS Compliance in Rx 3 BMH events in March 3for2 | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with | | |

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their shopping experience .

- Anticipates and responds to customer needs.
- Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).
- Maintains composure and assists customers during difficult situations.
- Appropriately responding to EAS entrance and exit alarms
- Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.).

We observed great service during today's visit. Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). Maintains composure and assists customers during difficult situations. Appropriately responding to EAS entrance and exit alarms. Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.).

0.00/0.00 0.00

Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Q76 Over the course of the last several visits, how has the rating changed?

Add necessary GROW coaching comments below

Consistent 0.00/0.00 0.00

Objectives and Discussion with SM

0.00/0.00 0.00

District Update

0.00/0.00 0.00

Have questions answered by Dan Kidson regarding moving forward on the Pulse and the challenges that are faced. When to change the Pulse targets When to rotate

Use GROW as appropriate and have a two way discussion with the store manager and review

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| your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | <p>out team members.</p> <p>How to get the entire store engaged.</p> <p>How to get the pharmacy on board</p> <p>Sustainability</p> <p>How to get good next steps</p> <p>What is the role of the SM in the pulse?</p> | 0.00/0.00 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 0.00 |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>90 Day at retail program-Asking every eligible patient "Would you like me to fill your script for 90 days if your plan and prescription allows it"</p> <p>Immunization Tool -Each and everytime for every patient</p> | 0.00/0.00 0.00 |
| Workforce Planning | | | 0.00/0.00 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | <p>Currently working with a high potential SFL who has the potential in the next two years to be entered into LEAP</p> | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>The store manager is taking steps to ensure both Front End and Rx budgets are fully adopted, as there has been opportunities for improvement.</p> | 0.00/0.00 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| <ul style="list-style-type: none"> in what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? in what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | <p>(2)</p> <p>Will need to work on CNO in the pharmacy and have a plan in the future.</p> | 0.00/0.00 0.00 |
| Q21 | <ul style="list-style-type: none"> Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | 0.00/0.00 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 0.00 |

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Thank you for being up to date on NTT calls today

Step 4: Address the patient's concerns and let them know you are there to help them do well on their medication.

5 Records

| La Na me | Fir Na me | Pho ne # | Pr oxi m e # | Dr ug Na me | Status |
|----------------|--------------|-----------------|----------------------------|--------------------|------------------|
| TO M AO | KE ITH | (415) 330-2383 | 29 /2 86 9/ 47520 10 16 M | ES CI TA LO PR A M | SPOKE TO PATIENT |
| N O RTH | EN KR IS | (415) 7706-3714 | 29 /2 87 9/ 39920 12 16 5M | ES CI TA MI DE | SPOKE TO PATIENT |
| PA LM CH RIS | OL AS CH RIS | (415) 7756-2137 | 29 /2 87 9/ 39520 12 16 5M | ES CI TA MI DE | SPOKE TO PATIENT |
| M BU NIM LY NN | ED D: LY NN | (415) 2207-031 | 29 /2 87 8/ 67320 M 16 G | ES CI TA MI G | SPOKE TO PATIENT |
| KO M ADABY | SH EL | (707) 360-7176 | 29 /2 29 8/ 83420 10 16 M | ES CI TA PR A M | SPOKE TO PATIENT |

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Q22

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?

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| Q23 | <ul style="list-style-type: none"> • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Confidential

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| | <p>pharmacy and have one copy on file in the office?</p> <ul style="list-style-type: none"> Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | | 0.00/0.00 | 0.00 |
| Q78 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all Internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>Please be sure to have entire RX team sign off on STARS as well as ASM and SM.</p> | 0.00/0.00 | 0.00 |
| Q79 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> | <p>340B-Travel Immunizations-Blood Pressure</p> <p>Need to work on promoting especially the travel immunizations which would help to take better care of the neighborhood patients.</p> | 0.00/0.00 | 0.00 |
| Q27 | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | | 0.00/0.00 | 0.00 |
| Q85 | <p>In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy</p> <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Q86 | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | |
|-----|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

| | | | |
|-----|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

(3) Achieving Expectations

| | | | |
|-----|---|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

Remains a development opportunity

Promoting pharmacy services is an area that could be brought up on the Pulse to take care of customers and help with FE sales.

| | | | |
|-----|---|-----------|------|
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | |
|--------------------------------------|--|-----------|------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | |
|-----|--|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

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- Execution, Generic Efficiency
- Outreach, Services (specialty etc.)
- Basic key shrink control (modifiers, HRxD, etc.)

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | |
|-----|--|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- What are the actionable items you will drive in the upcoming weeks?
- What did you get out of the visit today?

| | | | |
|-----|---|-----------|------|
| Q64 | <ul style="list-style-type: none"> • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|-----|--|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Store is really moving forward with Frontier and the pulse.

Finding a way to get Rx on board and engaged with Frontier and the pulse

| | | | |
|-----|--|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Need to find a way to get the message delivered to Rx. We know that when it comes from the team-we get great ideas, results and faster continuous improvement.

SM is looking for continuous improvement from next steps from the team during the pulse. SM on the Pulse is working toward more facilitation and less "teli do" Manager needs to participate, but as a guide and get team to do the work. Learn to give them just enough to get the team going.

| | | | |
|-----|--|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

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|-----------------------|--|-----------|------|
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
|-----------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

Operations/Business Leadership

| | | | |
|-----|---|-----------|------|
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

People Leadership

- Encourages an atmosphere of open two-way communication.

| | | | |
|-----|---|-----------|------|
| Q70 | <ul style="list-style-type: none"> • Shows mutual respect while promoting and developing a diverse and inclusive team. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Strategic Leadership

- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.

| | | | |
|-----|--|-----------|------|
| Q71 | <ul style="list-style-type: none"> • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

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|--|---|--|----------------|
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 | |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 | |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 | |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | |
| 1:1 Meetings | | | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? in what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 | |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | | |
| Benefits, Concerns and next Steps. | | | |
| Q89 | List the key benefits from the perspective of the manager | Was very beneficial 0.00/0.00 0.00 | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Hold back on tell do during the Pulse Get directional arrows for the Pulse RX PSTB-Will take time to plan appropriately and schedule support-PSTB that will win over RX to engage in frontier Work with team on resetting targets Team owns continuous improvement so it is very important to have Champions fill out progress tracker and ensure this happens continuously going forward. Work on a "evening" Champion for ECC at night Work on the 5 whys-It is a tool to get to the root cause of an issue SM will work on asking more open ended questions to guide team towards continuous | 0.00/0.00 0.00 |

improvement
next steps.
Start exposing
others to the
Pulse.

Store Walk Summary : District Manager Pharmacy FY16

02005 - Shu B Guan,MGR

Participant : Melissa May/Pure/Phuong
Auditor Role : Store Manager
Auditor Department : District
Response Date : Wed 03/02/2016 09:00 Central Standard Time

| Questionnaire | Wed 03/02/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | 90 Day at Retail program Vaieant program update Verify all Rx team members are familiar with and using the Immunization Selection Tool NPS-6 month point Compliance in Rx 3 BMH events in March Easter and short selling season 3for2 | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | 3 for 2 program and how to take care of the customer/patient | | |
| Q15 | <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | New SFL PFL/OOS was discussed along with the benefits! Tech discussed being able to reach out to SM to discuss PTO concerns and schedule with Rxm | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience | | |

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|--|--|--|---|------------------|-------------|
| | <p>Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>Overall service was good. TM's were ringing up customers and welcoming them and thanking them.</p> <p>3 for 2 program was in place but RX was not aware of the program and cosmetics is within feet of cosmetics and the program. New SFL was helping a team member.</p> <p>i would really like to hear team members as each customer when they are ringing them up, "did you find everything you were looking for today?"</p> | <p>0.00/0.00</p> | <p>0.00</p> |
|--|--|--|---|------------------|-------------|

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|------------|---|--|---|------------------|-------------|
| <p>Q76</p> | <p>Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Remains a development opportunity</p> | <p>SBA was working on a tote and did not notice or acknowledge me when I was in cosmetics for a few minutes watching and observing. I observed two customers during that same time period and SBA was too focused on totes and did not notice they were in cosmetics.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
|------------|---|--|---|------------------|-------------|

| | | | | | |
|---|--|--|---|------------------|-------------|
| <p>Objectives and Discussion with SM District Update Confidential</p> | | | <p>SM needs to dig deep and speak with his team regarding NPS stores and why customers are saying they are not being taken care of in FE and Rx</p> | <p>0.00/0.00</p> | <p>0.00</p> |
|---|--|--|---|------------------|-------------|

| | | | | |
|-----|--|---|-----------|------|
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | 0.00/0.00 | 0.00 |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Questions about Valeant Schedule for techs and rotations PTO/Sick frozen confusion | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | New technician. Having conversations regarding the schedule Wanted new as400 sign on password with new married name. Overdue ppf's Good with payroll adoption | 0.00/0.00 | 0.00 |
| | Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| | Add necessary GROW coaching comments below | | | |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (2) | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | | Please work on team member safety by following through on the following: Product off of floor and clear path in all areas of the pharmacy Please ensure Compass is read and followed through on, for example, Valeant brochures not being thrown into DPI per Compass Ask questions if you are not sure. All signage should always be up to date. December 2015 operating statement posted Freezer(s) need to be defrosted for efficiency and patient safety of drugs. | | |

| | | |
|--|---|-----------|
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | Please be careful of the clutter in the fill station area as we need to be sure to prevent errors with our patients prescription an dsafety | 0.00/0.00 |
| <p>Q22</p> <ul style="list-style-type: none"> • in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>NTT are current as of today</p> <p>Tech knew all about the immunization tool and explained the benefits to me</p> | 0.00/0.00 |
| <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>Deleted Aged Rx Report must been completed daily</p> <p>Return to Stock Call List the (expectation is seven days per week please – Log into IC+ > Reports > Deleted Aged Rx Report Currently it is being completed once per week</p> <p>Bin reconciliations are being completed weekly</p> | 0.00/0.00 |
| Add necessary GROW coaching comments below | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| | Please follow up on all chargebacks: | |
| | STORE NUMBER: 2005 | |
| | CHARGEBACK STORE DATE OF CHARGEBACK | |
| | CHARGEBACK REASON DATE RESPONSE PLAN ID RX NBR SERVICE AMOUNT | |
| | <p>-----</p> <p>AUDIT-DOC TO MEDICARE APPEAL 12/30/15 Y MEDICARE 1539295 03/09/15 49.97 CB REVERSAL ACCOUNTING 02/22/16 Y 202867MC</p> | |

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4

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Q24

Add necessary GROW coaching comments below

1575038
 10/13/15
 -1.98
 CB REVERSAL
 ACCOUNTING
 02/22/16
 Y
 MEDICARE
 1575038
 10/13/15
 -7.76
 COVERED BY
 ANOTHER
 INS.
 12/07/15 Y
 IMMUNMPB
 1577296
 10/19/15
 54.61
 COVERED BY
 ANOTHER
 INS.
 12/28/15 Y
 IMMUNMPB
 1582583
 12/01/15
 54.61
 COVERED BY
 ANOTHER INS.
 12/07/15
 Y
 IMMUNMPB
 1575738
 10/07/15
 188.7
 PHYSICIAN
 ORDER (CMN)
 NOT ON FILE
 12/11/15 Y
 202867MC
 1575038
 10/13/15
 1.98
 PHYSICIAN
 ORDER (CMN)
 NOT ON FILE
 12/07/15 Y
 MEDICARE
 1575038
 10/13/15
 7.76
 UNCOLLECTIBL
 E FROM
 PATIENT
 01/18/16 Y
 CUSTOMER
 1521888
 04/25/15
 -18.74
 UNCOLLECTIBL
 E FROM
 PATIENT
 12/15/15 Y
 CUSTOMER
 1541417
 12/28/14
 -1.15
 The following
 was properly
 followed through
 on:
 C -II Cabinet
 locked and the
 key controlled by
 a pharmacist.
 CII drugs being
 promptly returned
 to cabinet after
 prescription filled.
 Spare pharmacy
 and C -II cabinet
 key stored in the
 sealed vial and
 maintained,
 along with a log,
 in the storesafe.
 Door combination
 different than
 other doors in the
 store.
 No food or drink
 in the pharmacy
 refrigerator.

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Q84

Add necessary GROW coaching comments below

| | | | | |
|-----|---|--|-----------|------|
| | No jackets, purses or backpacks etc. | | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | All pharmacists are signing the Rx Activity log books or Transaction Journals The pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year. | | |
| Q92 | | | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| Q93 | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| | Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | 0.00/0.00 | 0.00 |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | | Not all of rx staff is signing off on STARS. SM is also not signing off on STARS. Rxm needs to ensure entire | | |

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|-----|--|--|---|----------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | team is engaging in taking care of all their patients by having quality conversations with patients all of the time. Whether it be asking them about 90 day, text messaging, the phone app, shingles etc....there should always be a conversation Not only when the Rxm is working. | 0.00/0.00 0.00 |
| | Other Healthcare Services | | | 0.00/0.00 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| Q27 | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q85 | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q86 | <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q87 | <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | Covered with entire staff and relief Rph the two per 90 day goal per store | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | | 0.00/0.00 0.00 |
| | Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | RX had up an old statement from 12/15. Concerns that the SM and Rxm are not meeting once per week. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 0.00 |

I know the Rxm is very

| | | | | | |
|--------------------------------------|---|--|---|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | driven an dis consistetly promoting her service. my concerns lies with the support staff and SM helping to take care of their patients and driving the following to promote the best patient care possible. Currently FE and RX NPS scores are in the RED. | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | Not actively promoting immunizations Not completing adherence calls or face to face consultations Not completing local outreach programs Does not offer secondary services (flavoring, PSC, MTM, etc.) Not calling return to stock daily | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Is the SM helping to support the Rxm and drive these opportunities. 3 for 2 program was front and center. Fully complied as well as the Viamin Angel program. Store is 2 shots left for flu goal. New SFL was working hard and had some great ideas and observations of the store. Focused him on delegation and using his team members to help him in taking care of the store for our customers. Cosmetics acrylic was half full, made no sense and no prices! As well as overlapping merchandise. Every customer sees this. | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | RX in window-not appealing to patients. Get rid of old syringes-send back-keep only what you need-take a loss if you must. Grocery overheads must be fixed. Why is this still not completed? | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) Document your conversation in the comment box below. | Goal is to convert to patients per day to 90 day. Went over the process of the why and how with the staff rph, tech and relief. Please put year on each page of the daily log book. Need to get orange mylars for Valeant section and make room for the rest of the merchandise to arrive. This was supposed to have been already completed. | 0.00/0.00 | 0.00 | |
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | NTT calls were up to date. | 0.00/0.00 | 0.00 | |

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|-----|---|---|----------------|
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 90 day goal NTT calls Deleted Aged Rx report must be completed daily please | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 0.00 |
| | RxM Core Competencies | | 0.00/0.00 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| | 1:1 Meetings | | 0.00/0.00 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | | 0.00/0.00 0.00 |
| | List the key concerns from the perspective of the manager. | | |

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Q90

0.00/0.00

0.00

Goal-To ensure that the pharamcy staff is asking eligble patients if they prefer a 90 day fill and setting the 90 day patient preference indicator to Y for each patient they ask that consents.

SM/Rxm weekly meeting
 SM to spend more time in RX Overdue PPL's must be completed. Goal is they shoid never get to that point.
 Delete Aged Rx report must be completed daily going forward. Inform RX of all FE promos. They were not aware of the 3for2 program. We upsold a customer during my visit.

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

0.00/0.00

0.00

Plan to defrost both freezers for patient safety
 Needles cannot stay in the flavoring bottles. Not sanitary and can cause bacteria.
 STARS must be signed off by ALL Rx team members and store manager monthly
 Floor cannot have anything on it.
 Get rid of old syringes
 Make room for entire Valeant line and get orange mylars from another store.
 Compass, if signed off, must be completed.
 No purses, jackets or personal belonings left behind front registers
 Missing mylars throughout the store.

Store Walk Summary : District Manager Pharmacy FY16

02244 - ,MGR

Participant : Ballow Yu, June,
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Mon 02/29/2016 09:00 Central Standard Time

| Questionnaire | Mon 02/29/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | ---follow up with Valeant Program ---follow up on ready bins organization, deletes ---Have discussion about late to refill, NTT and promise time ---Have discussion about promoting allergy OTC products. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | Walked into store and noticed that BA was not in cosmetic. Noticed customers in red zone shopping but couldn't find BA. Had discussion with leadership about ECC and the importance of covering red zone to provide service which will give our customers a positive shopping experience, help with sales, profit and reduce shrink. | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (2) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 Add necessary GROW coaching comments below | | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district | | ---DM/HCS suggestions on things to improve on, good to have second set of eyes. | 0.00/0.00 | 0.00 |

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- update or area wrap up?
- Discuss handling of customer/patient complaints
- What challenges/areas of concern can I provide additional guidance for during the visit?

---Learn more from today's visit on what focus should be.

| | | | |
|---|--|-----------|------|
| Follow-Ups from Previous Visits | <p>---Next steps for Valeant program/section in RX not too expectations and was not completed. Store did not have myalris and mfg coupons that was supposed to be discarded still in RX.</p> | 0.00/0.00 | 0.00 |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | <p>---While ready bins not organized and cleaned per previous visit next steps. Store did order additional, had brought this to ASM and Rph on duty attention.</p> | 0.00/0.00 | 0.00 |
| <p>Q18</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | <p>---</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | 0.00/0.00 | 0.00 |
| <p>Q19</p> <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | <p>---</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | <p>Store is short on staff due to callouts.</p> | 0.00/0.00 | 0.00 |
| <p>Workforce Planning</p> | <p>Leadership has plan in place to hire and has been interviewing applicants. Recently went to local hiring fair. Has one SFL and 2 CSA on drug test waiting for results to come back. Store is in process of hiring to have flexible workforce which will allow store to flex up as needed.</p> | 0.00/0.00 | 0.00 |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> • How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? • How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) • How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? • What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>Discussed with ASM about cross training TMs so they are able to assist in different departments as needed. ASMs stated that SM and leadership has plan in place to provided additional training for all TMs to be crossed trained. TMs are excited to learn more.</p> | 0.00/0.00 | 0.00 |
| <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> | <p>---</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | <p>---</p> | 0.00/0.00 | 0.00 |
| <p>Pharmacy Operational Deep Dive</p> | <p>---</p> | 0.00/0.00 | 0.00 |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | <p>---</p> | 0.00/0.00 | 0.00 |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> | <p>(2)</p> | 0.00/0.00 | 0.00 |
| <p>Q21</p> <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? | <p>Noticed some signs expired in waiting area, out window could use some attention as we noticed many buckslips, leftover receipts and loose paper on counter. Has some missing myalris in RX and</p> | 0.00/0.00 | 0.00 |

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2

- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

outs in ask your pharmacist section. Has opportunity to improve in this area for over all CNO.

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

During conversation with ASM in RX, noticed has opportunity in following SOPs. Noticed Rph assisting patient at out window when patient picking up prescription. Rph stated, "what's your address". Had discussion with ASM about SOP and proper verbiage being used, as an example; For your safety, may I please verify your address. Also noticed Rph paged waiter to pickup window with full name (first and last). Had discussion with ASM about having discussion with RX team and review SOP. provided example to ASM: "Bailow Y, instead of Bailow Yu.

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- Q22
- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 - In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
 - In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Q23
- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 - Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 - Has the Rx Smart Count been completed for each of the last seven days?
 - Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 - Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 - Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 - Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 - Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 - Is the store completing bin reconciliation? (expectation is one per week)
 - Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

store has improve in completing 7 day and deletes. Noticed opportunity in ensuing all product has mylar and organized.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Q24
- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
 - Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
 - Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
 - Is the store utilizing amber vials before using stock bottles when filling prescriptions?
 - Are Rx refunds and 3rd party charge backs properly reviewed and handled?
 - Is Rx hazardous waste being properly handled?
 - Are the correct procedures being followed for SDLs?

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Q84 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
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- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time

Q26 0.00/0.00 0.00

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- they are sealed until loaded on the truck?

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

consistently offered and provided to patients
 • Team members are having quality conversations some of the time

Over the course of the last several visits, how has the rating changed?

Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Add necessary GROW coaching comments and document the discussed items in the comments box below

Consistent 0.00/0.00 0.00

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

Q28

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

Q86

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

Q87

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVe Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

Q30

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)

0.00/0.00 0.00

Confidential

- Best item best store and Top 50 reports
- Department trend report and Front end sales driver

Add necessary GROW coaching comments below

| | | | | |
|-----|--|-----------------------------------|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | (2) | 0.00/0.00 | 0.00 |
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | (2) | 0.00/0.00 | 0.00 |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Improved | 0.00/0.00 | 0.00 |

Overall Pharmacy Assessment

Pharmacy strengths and opportunities

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
| 0.00/0.00 | 0.00 |

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | | |
|-----|---|--|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | |
|-----|--|--|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | | |
|-----|--|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

---learned RX operation, drop off and pick up process
---eye opener, learned alot of details and follow up in RX operation
---follow up on 7 day and deletes
---Better understanding of Valeant program and what is expected.

| | | |
|---|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
|---|-----------|------|

| | | |
|---|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
|---|-----------|------|

| | | | | | |
|-----|--|-----|--|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | --- | Leadership and TMs engaged and motivated to improve store and learn. | 0.00/0.00 | 0.00 |
|-----|--|-----|--|-----------|------|

| | | | | | |
|-----|--|-----|--|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | --- | Store on right track and has improvements. etter | 0.00/0.00 | 0.00 |
|-----|--|-----|--|-----------|------|

---better follow through with next steps on store visit
---continue to focus on training, upskilling TMs.
---Opportunities in RX operation, SOP, CNO driving company initiatives
---Cross training all TMs on OSA

| | | | | |
|--|---|---|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | and the importance of ECC ---Continue to focus on staffing store, flexible workforce to allow TMs to flex up during callouts, etc. | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | SM on PTO | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | ---learned RX operation, drop off and pick up process ---eye opener, learned alot of details and follow up in RX operation ---follow up on 7 day and deletes ---Better | 0.00/0.00 | 0.00 |

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| | | | | |
|-----|---|---|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | understanding of Valeant program and what is expected. | 0.00/0.00 | 0.00 |
| | | Team member too focus on task ----follow up with old shrink poster in RX by 3/2 ----follow up with old flu sign in RX waiting room by 3/2 ----review and follow up with workflow, DPI, trash bins, maximizing counter space, vial storage, fast rack, flavoring, etc by 3/15 | | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | ----follow up on Valeant program, regular and orange mylars, old MFG coupons by 3/8 ----followu up on 7 day call list, deletes and ready bins by 3/12 ----Review out window SOP with RX time and product verification SOP by 3/5 ----remove RX privacy sign due to branding representaion by 3/3 | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01241 - Emily Ma,MGR

Participant : Melissa May/Te-Yun
Auditor Role : Store Manager
Auditor Department : District
Response Date : Sat 03/05/2016 09:00 Central Standard Time

| Questionnaire | Sat 03/05/2016 09:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | 90 Day at retail NTT VBPT RX NPS Full Frontier April 7th Verify all Rx team members are familiar with and using the Immunization Selection Tool Compliance in Rx 3 BMH events in March 3for2 | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | PPL's that need to be completed 3for2 Beauty program | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (2) | 0.00/0.00 | 0.00 |
| Q16 | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 | | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | | |
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What actions are you undertaking to address this year's performance? Are you undertaking any actions to identify and address training opportunities?

1241 1201 TARAVAL ST SAN FRANCISCO CA

102 | 425 525 (100)

Q20

Need to work on steps that the store manager is can take to ensure both Front End and Rx budgets are fully adopted as the current pp the store was

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• What scheduled in geographic business needs identified exist? (i.e., how we keep our fair schedule in the schedule vary by day of week to match script

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Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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

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|---|---|--|--|
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? • In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? • Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? • Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? • Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? • Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) • Is the sharp container stored inside the pharmacy when not in use? | <p>section</p> <ul style="list-style-type: none"> • All signage up to date • Department is generally organized • Product off of floor and 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 | <p>Overall the pharmacy is in good shape. Neat clean and organized.</p> <p>0.00/0.00 0.00</p> |
| Q77 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | <p>Consistent</p> <p>A few missing mylars in the OTC section. Make sure go backs get put away daily and do not sit around. Small freezer should be defrosted soon. Keep anything of the floor that can be taken off the floor such as small totes.</p> | <p>0.00/0.00 0.00</p> |
| Pharmacy Operations- Execution and Efficiency | | <p>NTT calls are being completed daily Pharmacy is following proper pharmacy SOPs including: in-window, out-window, and fill station procedures.</p> | <p>0.00/0.00 0.00</p> |
| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>Please be sure to ask all patients for text messaging, if they are aware of the walgreens app, 90 day at retail. There is always are way we can take better care of our patients and exceed their expectations</p> | <p>0.00/0.00 0.00</p> |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 | | <p>0.00/0.00 0.00</p> |

days?

- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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| <p>Q24</p> <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Thank you for following through completely on the following.

C-II Cabinet locked and the key controlled by a pharmacist.

CII drugs being promptly returned to cabinet after prescription filled.

Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.

Door combination different than other doors in the store.

No food or drink in the pharmacy refrigerator.

No jackets, purses or backpacks etc.

In what ways are proper security procedures being followed in the pharmacy, including

| | | |
|--|-----------|------|
| <p>Q84</p> <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
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Potential questions include, but are not limited to:

| | | |
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| <p>Q25</p> <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith

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| | efforts.) | | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | Are all pharmacists signing the Rx Activity log books or Transaction Journals yes | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | |

(3) Achieving Expectations

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|-----|---|--|-----------|------|
| | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | | | |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |

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| | Over the course of the last several visits, how has the rating changed? | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | A few items should be removed from the floor but overall is very clear. | 0.00/0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Pharmacy Quality | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

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|-----|---|--|-----------|------|
| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations | | | |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | 0.00/0.00 | 0.00 |

| | ons some of the time | | |
|--|-----------------------------------|---|----------------|
| Over the course of the last several visits, how has the rating changed? | | | |
| Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | To better care for our customers, Team members need to work on having quality conversations consistently. | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Other Healthcare Services | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | | | |
| <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| Q27 | | | |
| <ul style="list-style-type: none"> How are team members greeting patients in HCC area and offering assistance? Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q85 | | | |
| <ul style="list-style-type: none"> How are team members informing customers of available clinic services at this location? in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q86 | | | |
| <ul style="list-style-type: none"> In what ways is store leadership engaging and communicating daily with the health care provider? Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q87 | | | |
| <ul style="list-style-type: none"> How is store leadership providing operational support? Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 0.00 |
| Q30 | | | |
| <ul style="list-style-type: none"> Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Q32 | | | |
| <ul style="list-style-type: none"> Discuss with SM on how to use available reports and tools to drive incremental FE sales. Assess SM understanding of the following available reports and how they can use them to drive sales: Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q33 | | | |
| <ul style="list-style-type: none"> Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and | | | 0.00/0.00 0.00 |

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| Q80 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| Q81 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> • 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 |

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | | |
|-----|---|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | <p>Newly prompted SFL who has a great attitude and is amazing with customers. Would like to see SM continue to work and help her become a higher performer as she is a great addition to the team.</p> <p>Currently one SFL gave notice and store is looking for a new SFL. Struggling somewhat with turnover on SFL's in this location</p> | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Add necessary GROW coaching comments below

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|--|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |

Ensure entire team is asking your patient during rx drop-off " Would you like me to fill your script for 90 days if your plan and prescription all ows?" each and every time.

Ensure all floaters and reliefs are also aware, asking and ensuring they are listening for this from your staff.

Immunization Tool must be used each and every time for all immunization patients.

Front of store plan to keep it swept and clean for our customers all day.

Permanently remove dump table in cosmetics. Blocks too much of the entrance of cosmetics for our customers and acts as a barrier.

Please find Vitamin Angel pins and have team members wearing them.

Umbrella rack half empty and no more available with a big storm hitting today

Open ticket for upstairs bathroom sink in womans

| | | | | |
|-----|---|--|-----------|------|
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>room Clean out ALL expense and personal items from bathroom No bluebaskets or totes in stockroom. Throw away all old racks in stockroom. Popchip/Aloe What is the plan for the too many mix/junk boxes in the stockroom. Merchandise needs to be moved out and not held onto.</p> | 0.00/0.00 | 0.00 |
| | | <p>Cannot block stairs. Period. No exceptions. This is a safety and fire hazard.</p> | | |
| | | <p>Please defrost rx small freezer</p> | | |
| | | <p>Work toward improving medication adherence and decrease the number of prescription deletions. Involve FE on calling patients that appear on the RTS call list and Delete Aged Rx report</p> | | |
| | | <p>Please be sure to ask all patients for text messaging, and if they are aware of the walgreens app. There is always are way we can take better care of our patients and exceed their expectations</p> | | |

Store Walk Summary : District Manager Pharmacy FY16

13667 - Turny Mao,MGR

Participant : Melissa May/Gary Lee/Lynda Kwong
Auditor Role : Store Manager
Auditor Department : District
Response Date : Mon 03/07/2016 11:30 Central Standard Time

| Questionnaire | Mon 03/07/2016 11:30 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Full Frontier 90 Day at Retail program VBPT Verify all Rx team members are familiar with and using the Immunization Selection Tool. NPS Mgr Role in Rx Compliance in Rx 3 BMH events in March 3for2 Hotline Call/Union Complaint | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| Q15 | | 3for2 Beauty program for the month of March | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Upon entering the store it had a very good feel. Lobby is very welcoming and open. Much less clutter. Overall store condition was very good. Manager has many ideas on how to have continuous improvement going forward BA was too task focused. | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | Please work with BA regarding being too task focused. Need to proactively approach customer always. | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review | | Problems with replenishment order. RXM conversation | | |

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|-----|---|---|-----------|------|
| | your objectives for the visit today: | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Rx budget hours being reduced and store is already giving FE hours to support the RX. Reducing RX hours-currently Rx hours are 8:00am to 9:00pm Full Frontier | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | Work on Rx compliance and efficiencies RX workflow and plan to redo Rx layout | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | Sm has a plan in place to work with two other store managers to rework each of their layouts with their RXM's. | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | SM is progressing with the status of required trainings overdue by store team members Store is trending down in payroll adoption by not using all of the hours. ASM was conducting an interview upon my arrival | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> in what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? in what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to plano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | (2) Missing name tags Rx counters should be cleaned daily as well as outside of the RX. It was not quite CNO today. RX was extremely busy. | 0.00/0.00 | 0.00 |
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments | New SM is really starting to get he rx on board with NTT calls, RTS calls and starting to work with his Rxm to get their rx team on board | 0.00/0.00 | 0.00 |

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- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

with more responsibilities and higher performance.

Daily deletes are being completed RX weekly returns are being completed

RX Smart count was missed one day last week but overall trend is 100%

Track order change is under 3%

Return to Stock Call List is being completed daily Zero expired diabetic test supplies

Please work on properly removing patients name from all RTS bottles in amber vials.

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACDB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Checked employee metrics in RX for cash handling etc and all was in line.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Thank you for following through on the following:

C -II Cabinet locked and the key controlled by a pharmacist.

CII drugs being promptly returned to cabinet after prescription filled.

Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.

Door combination different than other doors in the store.

No food or drink in the pharmacy refrigerator.

No jackets, purses or backpacks etc.

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies

0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s

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- according to state and federal regulations?
 - For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Q25
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 - Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 - Do all pharmacists have access to the state's PDMP website?
 - Are all pharmacists signing the Rx Activity log books or Transaction Journals?
 - Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- Q92
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
 - Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Please work to find the PSE policy that should be posted in the pharmacy and have one copy on file in the office

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

- Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.
- 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

- Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
- 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?

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|-----|---|-----|-----------|------|
| Q26 | <ul style="list-style-type: none"> Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | |
|-----|--|-----------------------------------|-----------|------|
| Q29 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|--|-----------------------------------|-----------|------|

Please work with the RX team on
All peer reviews are completed and reviewed by all Rx team members
All team members are should be having quality conversations with patients a ll of the time
Again we need to work on holding the team to a higher performance level after building back up their confidence and engagement.

| | | | | |
|--|--|--|-----------|------|
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

| | | | | |
|-----|--|--|-----------|------|
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | | |
|-----|---|--|-----------|------|
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | | |
|-----|---|--|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

| | | | | |
|-----|---|--|-----------|------|
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | | |
|-----|--|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|---|--|--|-----------|------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards.

| | | | | |
|-----|--|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

SM and Rxm will be starting the weekly meeting when Rxm is back to her regular work schedule

Add necessary GROW coaching comments below. List any opportunities and agreed upon action

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steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

- 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.

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

SM is getting to know his customers and neighborhood as well as his patients. He is very involved with pharmacy and sees much opportunity to work and grow his rx.

| | | | |
|-----|--|-----------|------|
| Q30 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

SM is getting to know his customers and neighborhood as well as his patients. He is very involved with his team and is getting to know them and sees much opportunity to work and grow his FE

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

| | | | |
|-----|---|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

SM walked and showed me the plans he has to improve his basic depts going forward.

| | | | |
|-----|--|-----------|------|
| Q31 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|--------------------------------------|--|-----------|------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |

SM and I discussed the opportunity in Work-flow, Productivity,

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| | | | | |
|-----|--|---|-----------|------|
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence | Pharmacy Condition. This is a long term plan that will involve getting his Staff Rph on board to be successful. Currently staff rph is very task/tech oriented and is nohelping to lead her team along side with her Rxm. We will work on the change of behavior as store is going Full frontier April 7th. | | |
| Q62 | <ul style="list-style-type: none"> Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | | 0.00/0.00 | 0.00 |
| Q64 | <ul style="list-style-type: none"> (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | Focus on pharmacy efficiencies 90 day at retail. Workflow | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | Currently Rxm is workin gon her people leadership skills. We had a long talk about expectations of her team and how to use her upcoming fraontier training on the bottom up approach. Must work on team engagement which is currenttiy lacking in her rx | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> | | 0.00/0.00 | 0.00 |

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| | | | |
|--|---|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Rxm will be working on her people skills and to reach out to her SM or myself for guidance and help. | | | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Rxm is glad to have a supportive SM Good to have the three way talk with Rxm Progress was made. | | | |
| Rx team engagement Budget hours in Rx. | | | |
| Speak with Rx team regarding daily deletes being completed 100% daily Find out why Auto ABC claims were deleted on 12.23, 12.30, 01.06, and 01.13. One missed Smart count in Rx. March 5th Speak w/team as to why patients names can still be read on some of the RTS amber vials. Not compliant. | | | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| Ensure all Rph's know to call patient before transferring out a prescription. Find the most current PSE Policy that needs to be posted in the office and Rx. Workflow. Team must start following workflow. ABC totes not being put away in a timely manner-work with team to find out how they think this can be accomplished. | | | |

Store Walk Summary : District Manager Pharmacy FY16

02866 - Bonnie Wong,MGR

Participant : Buenos R Selor / Staff Pharmacist and SM
Auditor Role :
Auditor Department : District
Response Date : Mon 03/07/2016 08:29 Central Standard Time

| Questionnaire | Mon 03/07/2016 08:29 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of Today's visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > Valeant > 90 day day scripts > NPS increase in RX > Increase surveys | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | RXM direct the five mm at the pharmacy topics discussed is compass communications as well as SM directed information from DM | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

Confidential

1

| | | | | | |
|-----|--|---|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | pharmacy is CNO, Pharmacist actively assisting consultations with patients directions. | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | store is consistant | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Need to update on what is going on which are the following:</p> <ul style="list-style-type: none"> > vaieant > ideas in improving 90 days > goals to improve NPS scores with increase receipt surveys > discuss training of DH and support from the store MANAGER | | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Confidential | NPS score in FE are excellent, RX | | | |

| | | |
|---|--|------------------------------|
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | <p>NPS is an opportunity to improve with increase surveys. 90 day adjusted is a work in progress to identify patients which make the majority of Senior patients to attract 90 day service</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | <p>NPS score each member has a goal in pharmacy to have 12 surveys a month and to talk about our service. SM has an idea to give customers an incentive to give online or call to do our surveys. his ideas of B/R points to be given as thank you for giving there feedback.</p> | |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | | |
| <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Add necessary GROW coaching comments below</p> | <p>90 day is asking every patient to do 90 days and discuss the benefits. Also texting and email services</p> | |
| <p>Workforce Planning</p> | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>Pharmacist gave feed back to me as more proactive assistance in the pharmacy with SFL learning the pharmacy and the SM being more supportive in his help as well.</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | |
| <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and clear path to all fire exits | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Q21</p> | <p>Pharmacy filling station is neat, the bays is also neat. need to work on the dead areas of the pharmacy and</p> | <p>0.00/0.00</p> <p>0.00</p> |

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- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

- 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

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent store is constant 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Reviewed customer score card with pharmacist and review RTS which they are in 54 % with a goal of 45%. NTT call are at 74% with a goal of 80% which is an opportunity to improve the process of calling. Face to face consultation is consistent during my visit 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Reviewed work queue and deletes and aged prescriptions with pharmacist. technicians work the exceptions queues with the pharmacist in 10 days or less during a daily task routine. Reviewed Diabetic test strips all is cno and also reviewed Will call bins for 12 day less aged scripts, all cno 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

N/a 0.00/0.00 0.00

Add necessary GROW coaching comments below

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In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

CII and refrigerator is lock and secured and CNO

0.00/0.00 0.00

Q84

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies

0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

Q25

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
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- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Reviewed GFD process with Pharmacist and as well as the files for phoney rejected scripts and also reviewed the justified CII files . Hard copies are locked up in the stockroom

0.00/0.00 0.00

Q92

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but

above bullet points are achieving expectations

0.00/0.00 0.00

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | | |
|--|------------|---|--|-----------|------|
| | | | not daily | | |
| | | | <ul style="list-style-type: none"> Bin reconciliation is completed, but not consistently | | |
| | | Over the course of the last several visits, how has the rating changed? | | | |
| | | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q78 | Consistent | store is consistent | | 0.00/0.00 | 0.00 |
| | | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
| | | | (3) Achieving Expectations | | |
| | | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | |
| Q26 | | Pharmacy is consistent with the above rating | | 0.00/0.00 | 0.00 |
| | | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | | Over the course of the last several visits, how has the rating changed? | | | |
| | | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Consistent | store is consistent | | 0.00/0.00 | 0.00 |
| | | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| | | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | |
| Q28 | | | | 0.00/0.00 | 0.00 |
| | | Add necessary GROW coaching comments below | | | |
| | | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | | How are team members greeting patients in HCC area and offering assistance? | | | |
| | | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | |
| Q27 | | | | 0.00/0.00 | 0.00 |
| | | Add necessary GROW coaching comments below | | | |
| | | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | | Add necessary GROW coaching comments below | | | |
| | | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate | | | |

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- Execution, Generic Efficiency
- Outreach, Services (specialty etc.)
- Basic key shrink control (modifiers, HRxD, etc.)

efficiency, pharmacy conditions

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

- Q63
- Adherence, Acquisitions (Med D & Med B), Services
 - Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

- Q64
- What are the actionable items you will drive in the upcoming weeks?
 - What did you get out of the visit today?
 - (Ensure MGR's response is consistent with the Intended messages and key takeaways the HCS was emphasizing during the visit)

Document your conversation in the comment box below.

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review

0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM

good engagement with SM and RXM and TM
> to improve NPS in RX

0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM

> to improve NTT percentage of patients to be contacted
> RTS improve script growth

0.00/0.00 0.00

Q67 List key focus areas discussed with the SM/RXM

90 day script growth
Rx NPS scores

0.00/0.00 0.00

RxM Core Competencies

0.00/0.00 0.00

Pharmacy Manager Core Competencies

0.00/0.00 0.00

Operations/Business Leadership

- Q69
- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

Document your conversation in the comment box below.

People Leadership

- Q70
- Encourages an atmosphere of open two-way communication.
 - Shows mutual respect while promoting and developing a diverse and inclusive team.

Document your conversation in the comment box below.

Strategic Leadership

- Q71
- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
 - Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

Document your conversation in the comment box below.

Customer Leadership

- Q72
- Anticipates and responds to customer needs.
 - Maintains ethical boundaries and confidentiality in all internal and external customer interactions.

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

- Q73
- Is fully engaged and inspires engagement in others.
 - Promotes wellness in the workplace.
 - Demonstrates commitment to creating value for the company.

Document your conversation in the comment box below.

Functional Competency

- Counsels Patients Effectively
- Maintains Pharmacy Expertise

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| | | | |
|---|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> ▪ • Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | | |
| Q75 | Melissa SFL | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| <p>> going over customer scorecard</p> <p>> go over our March initiatives on 90 day, NPS, RTS and LTR</p> | | | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| <p>none</p> <p>> improve RX NPS > be compliant with agreed goals of 12 month > asking every patient to please fill out or call or email online our survey</p> <p>> 90 day > communicate and talk to the senior population about their choices in 90 day</p> <p>> 90 day that is not Med D decision from patient to decide to give the extra copay and accept</p> | | | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| <p>> 90 > TM to communicate options</p> <p>> promote texting and email services > set goals with RX TM to attract tech savvy patients</p> <p>> NTT improve to 80% review processes of how they are calling,</p> <p>> RTS at 54% with a goal of 45% reviewing the processes to increase percentage of pick up their scripts</p> | | | |

Store Walk Summary : District Manager Pharmacy FY16

13666 - Alfred Morales,MGR

Participant : Buenos R Selor / SM / RXM
Auditor Role :
Auditor Department : District
Response Date : Mon 03/07/2016 13:27 Central Standard Time

| Questionnaire | Mon 03/07/2016 13:27 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of today visit | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > valeant > 90 day adjusted script growth > NPS Score in FE/RS > NTT/RTS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | RXM handles the 5mm in his department, topics discussed are: | | |
| Q15 <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | >compass tasks >Weekly Conference call information >continuous recognition of employees by RXM and SM | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

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|-----------------------------------|---|---|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Pharmacy is proactive in face to face interaction, and proactive in taking care of patients and patients questions | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none">• What would you like to accomplish during today's visit?• What questions do you have for me? What questions do you have on the recent district update or area wrap up?• Discuss handling of customer/patient complaints• What challenges/areas of concern can I provide additional guidance for during the visit? | Frontier and how it will affect pharmacy | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none">• How is the store progressing? If not, understand why.• What are some next steps? Add necessary GROW coaching comments below | >Valeant section completed > review amber vials for outdates > Nps score how to improve to reach target > 90 day improvement and script growth and > action plan to improve | | 0.00/0.00 | 0.00 |

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| Q19 | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>engagement in the pharmacy and communicate 90 service to all patients >improve communication in cascading texting and email services to patients and the benefits</p> | 0.00/0.00 | 0.00 |
| Workforce Planning | | | | |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | <p>Continuous training of the SFLs in pharmacy to act as DH in support of the pharmacy</p> | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | | |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 <p>pharmacy little cluttered due to department layout</p> | 0.00/0.00 | 0.00 |

| | | | | | |
|-----|---|------------|---|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Consistent | pharmacy is consistant | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | Pharmacist observed help a patient outside the pharmacy. observed face to face consistency with patient care | 0.00/0.00 | 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Oplions > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log Into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | reviewed with pharmacist in the exception queues and review the deletes and call list and how process is done on daily basis. Diabetic test strip randomly check all cno and also review WCB bins again all cno | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | CII cabinet and fridgerator is Cno and compliant | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | 0.00/0.00 | 0.00 |

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4

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Reviewed with Staff Pharmacist on GFD with justified scripts and the process of and reviewed the non compliant one for my review and the process of

0.00/0.00 0.00

Q92

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

reasonably cno, still a little cluttered

0.00/0.00 0.00

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Consistent Pharmacy is consistant 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are

All the above expectations are compliant

0.00/0.00 0.00

Q26

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?

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- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

consistently offered and provided to patients
 • Team members are having quality conversations some of the time

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q79 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------|--------------------------------------|-----------|------|
| Consistent | Pharmacy is compliant and consistent | 0.00/0.00 | 0.00 |
|------------|--------------------------------------|-----------|------|

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

Q28

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Pharmacy is HIV and Pharmacist are trained

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

n/a

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

Did observe proactive service of RXM leaving the pharmacy to help a patient with a question

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

Q86

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

none

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Add necessary GROW coaching comments below

How is store leadership providing operational support?

Q87

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

no

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

Q30

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

| | | | |
|-----|---|-----------|------|
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

- 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.

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q30 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

(3) Achieving Expectations

| | | | |
|-----|--|-----------|------|
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q31 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Overall Pharmacy Assessment

| | | | |
|--------------------------------------|--|-----------|------|
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|-----------|------|

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

pharmacy is consistent with adherence at 91%, exception queue with less than 10 day that is worked on a daily basis by RX TM

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

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| | | | | |
|--|--|---|-----------|------|
| Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | N/A | 0.00/0.00 | 0.00 |
| | Ask the store manager to discuss key takeaways from the DM visit | > contineous work on improving 90 day scripts currently | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | > Clarification of Frontier with respect to Pharmacy | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > wonderful with team engagement > two way communication enhanced with opinions given pharmacy neatness and organization in some areas of the pharmacy | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | >90 day adjusted script growth >FE NPS improvement and action plan executed | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| <ul style="list-style-type: none"> How are you identifying your top talent? | | | | |

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| | | | | |
|--|---|--|-----------|------|
| Q75 | <ul style="list-style-type: none"> • in what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • in what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Stanley the SFL to be soon ASM-t in the fall of 2016 | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | Clarity of Frontier as it relates to Pharmacy | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | none | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | >Plans to improve 90 day script process > district wrapup on 90 day success > work with FE to improve service (NPS) | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13668 - Russell Kubota, MGR

Participant : Ronda J Lowe, Janet, Kevin
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Mon 03/07/2016 12:00 Central Standard Time

| Questionnaire | Mon 03/07/2016 12:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Rx compliance 90 days report tech staffing issues | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and | | |

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Measures we can take to retain techs Tech staffing issues | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | overall organization and reset of alpha drugs is needed | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | MGR to assist in Rx | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

working on replacing 2 techs who will be leaving

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments

0.00/0.00 0.00

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- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Q23 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

Q24 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Q84 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?

| | | | |
|-----|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletions are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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|-----|---|------------|-----------|------|
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
|-----|---|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | |
|-----|--|------------|----------------|
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| | Other Healthcare Services | | 0.00/0.00 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | | 0.00/0.00 0.00 |
| | Operating Statements and IMPROvE Scorecards | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |

(3) Achieving Expectations

- Promoting immunizations during peak seasons.
- Making

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|---|--|--|-----------|------|
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <p>adherence calls and completing consultations on a regular basis</p> <ul style="list-style-type: none"> • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | 0.00/0.00 | 0.00 |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 | 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> | | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| <p>Ask the store manager to discuss key takeaways from the DM visit</p> | | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |

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|--|---|---|-----------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | District Tech recruitment and search | 0.00/0.00 |
| Q90 | List the key concerns from the perspective of the manager. | retention of techs | 0.00/0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Kevin to follow up with Sam for tech transfer Janet to assist Kevin in overall Rx organization and reset | 0.00/0.00 |

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8

Store Walk Summary : District Manager Pharmacy FY16

13670 - Levi Santiago,MGR

Participant : Melissa May/Rae Yamane/Anthony Wong
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 03/10/2016 08:30 Central Standard Time

| Questionnaire | Thu 03/10/2016 08:30 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | VBPT 90 Day adjusted- "would you like me to fill your scrippt for 90 day s if your plan allows?" Immunization Tool Payroll Adoption- Kronos weekly Valeant Pharmacy Efficencies Changing to Frontier and the change curve | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | TM's were aware of 90 day- immunization tool-new app updates from 5 miniute meeting Lobby table was removed and looks great. SM was speaking with customer by name and asking about the family | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates | | |

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| | | | |
|-----|---|--|----------------|
| | and responds to customer needs. | | |
| | <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Store and RX are double green NPS SM sets a great example | 0.00/0.00 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | 0.00/0.00 0.00 |
| | Objectives and Discussion with SM | | 0.00/0.00 0.00 |
| | District Update | | 0.00/0.00 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | IDP Questions MWMV Question Affirmative Action questions LEAP sessions Impact Trainings Freezer problems with no resolution EAV's Soumya | 0.00/0.00 0.00 |
| | Follow-Ups from Previous Visits | | 0.00/0.00 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | |

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Q18

- How is the store progressing? If not, understand why.
- What are some next steps?

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19

- Agree upon next steps
- Confirm and document next touch point to discuss progress against plans.

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Store is working on hiring and finding permanent stable help as TM's keep leaving. Payroll adoption reflects way under budget

Q20 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Great improvements in RX condition especially with open in window.

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | |
|-----|--|--|---|----------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Remains a development opportunity | Rxm has a plan under way to continue Rx improvement | 0.00/0.00 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? No Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?-No Is the store completing bin reconciliation? (expectation is one per week) Yes One day where Smart count was started but not completed March 9th | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is RX hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | | The following compliance were 100% | | |
| | | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial | | |
| Q84 | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | | 0.00/0.00 0.00 |

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Add necessary GROW coaching comments below

- and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

(5) Outstanding

- Will pass all inspections (Fire, Steritech, etc.)
- No staging or stock bottles in the fill area
- All inventory procedures are being followed (no exceptions)
- Deletes are completed

Q93 0.00/0.00 0.00

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Great improvements with new Rxm.

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daily
 • Bin reconciliation is completed consistently

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78 Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

Remains a development opportunity
 Would like to see consistently, all team members having quality conversations with patients all of the time

Other Healthcare Services

Other Specialty Pharmacy Services & Healthcare Clinics

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

How are team members informing customers of available clinic services at this location?

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

Q85 Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| | 0.00/0.00 | 0.00 |
|--|-----------|------|

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address

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| | | | |
|--|---|---|------|
| Q86 | <ul style="list-style-type: none"> ▪ concerns • What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | 0.00/0.00 | 0.00 |
| Q80 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4)</p> | 0.00/0.00 | 0.00 |
| | | <p>Store condition was very good. Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.)</p> | |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> | 0.00/0.00 | 0.00 |

| | | |
|--|--|----------------|
| Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Engagement, Experience, Execution and Efficiency Review | | |
| | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | |
| | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 0.00 |
| RxM Core Competencies | | |
| | | 0.00/0.00 0.00 |
| Pharmacy Manager Core Competencies | | |
| | | 0.00/0.00 0.00 |
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | |
| | | 0.00/0.00 0.00 |
| 1:1 Meetings | | |
| | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM | 0.00/0.00 0.00 |

Rxm has really been improving in his people skills and motivating a team that was previously having union and ER complaints. It is truly heading towards developing a very strong, engaged team.

NPS is in the double green with the new RXM.

Currently one tech is going to pharmacy school and a SFL was just promoted to ASM-T.

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- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

Add necessary GROW coaching comments below

| Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
|--|-----------|------|
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Great to get questions answered Team made her proud as they knew about all the programs-90 day/immunization Selection tool | | |
| Q90 List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Time went by too fast Budget hours Can't find a full stable crew Speak to Rxm regarding payroll adoption and Rxm being budgeted 1 hour OT per week Speak with team members who are staying minutes past their end time on a regular basis IDP update MWMV update | | |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| Hard Tags for franchise wall Share with TM's how to face franchise to help prevent theft Add in space for Valeant Sign needed for RX drop off window. Make permanent sign for RX lunch. Wait Freezer update | | |

Store Walk Summary : District Manager Pharmacy FY16

03849 - Qiaoying Ye,MGR

Participant : Melissa May/Tony Choi
Auditor Role : Store Manager
Auditor Department : District
Response Date : Fri 03/11/2016 11:00 Central Standard Time

| Questionnaire | Fri 03/11/2016 11:00 Central Standard Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | 90 Day Adjusted Are your team members asking "Would you like me to fill your script for 90 days if your plan and prescription allows? Walgreens App Ensure all team members know how to set indicator to "Y" when the patient gives consent. Immunization Selection Tool FE Sales Compliance in RX VBPT Rx Efficiencies | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (2) | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | Team members are too task focused. Everyone was working on warehouse lots and not looking up. i was only acknowledged when they knew who i was. | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | Steps to improving the overall pharmacy condition and service levels Who can help support RX ASM and how to | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? | | | 0.00/0.00 | 0.00 |

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| | <ul style="list-style-type: none"> Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | work to upscale him. FE sales | | |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | Store is progressing and SM is very proactive in trying to build back the pharmacy relationship and break down the wall that has been up over the past years. Plan is set to rework the entire rx dept for efficiencies and CNO. | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | Work on training more CSA's as designated hitters to support the leadership team as well as help in RX. | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | Currently store is right on target for payroll adoption. Focus needs to be on upscale and cross train the current crew. | | |
| Q20 | | | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |
| Q21 | | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | | Work in progress: Pharmacy CNO. In-window/out-Window cluttered/not clean Excess outs in the ask your pharmacist section Required signage missing, outdated, or damaged/needs to be replaced Department is not organized Product on floor Excessive stuff on the fill counter Product in prohibited areas Refrigerator is unorganized | | |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |

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2

Must be taking care of our patients by completing NTT calls in a timely manner please:

5 Records

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SELECT ONE

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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LM : 21 34/20
ANN G -2 700 16
OR
DON

SELECT ONE

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

0.00/0.00 0.00

ME (4 03
DD 15 14 /0
UH :)2 96 /6
LM : 21 34/20
ANN G -2 700 16
OR
DON

SELECT ONE

H (4 03
O NA 15 14 /0
DI)4 96 /7
W NE 25 56/20
ARD -1 584 16

SELECT ONE

ME (4 03
DD 15 14 /0
SZE :)6 96 /7
OI 68 469/20
M -6 70
UI 042 16

SELECT ONE

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

There are scripts that have been ready for longer than 12 days.

The store is not completing bin reconciliation as the expectation is one per week.

Q23

0.00/0.00 0.00

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| Add necessary GROW coaching comments below | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Potential questions include, but are not limited to: | | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Deletions are not being completed within the required time limit. |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Pharmacy Quality | | 0.00/0.00 | 0.00 |

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| Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | 0.00/0.00 0.00 |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 0.00 |
| Team members and Staff are not having quality conversations with patients All peer reviews are completed but they are not being reviewed by all Rx team members, SM and ASM. | | | |
| Other Healthcare Services | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |

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| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| (3) Achieving Expectations | | | |
| <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Remains a development opportunity | | | |
| FE sales are in the red. SM and ASM need to drill down and try to figure out what they can do to bring the customers back to their store which is down 13.4% MTD | | | |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |

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| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |

Sign package-use it all or throw it away-you paid for it-work on organizing an dfollowing through 100% please Expired drugs in Rx-Must follow through and also how is this happening. Names on amber vials. Must not be able to read

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

any of the patients name.
 Train CSA's to work in RX - ABC order, file scripts, fill vials & bags, empty trash, put away go backs, get the line down. CSA's should be helping before SFL's NTT calls need to be completed in a timely manner. Ask all patients, "WOuld you like me to fill your script for 90 days if you plan and prescription allows it?" Bin Rec needs to be completed once per week ALL Rx team members, ASM and SM must sign off on the monthly peer review. Aged Rx-must be completed - Overdue- this can effect FE sales and ECC

0.00/0.00 0.00

Store Walk Summary : District Manager Pharmacy FY16

03475 - Gordon Fung,MGR

Participant : Melissa May/Pattil King
Auditor Role : Store Manager
Auditor Department : District
Response Date : Fri 03/11/2016 16:00 Central Standard Time

| Questionnaire | Fri 03/11/2016 16:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Payroll Adoption 90 Day at Retail programAre all team members asking, "Would you like me to fill your script for 90 days if you plan and prescription allows it?" VBPT Verify all Rx team members are familiar with and using the Immunization Selection Tool Compliance in Rx Easter and short selling season 3for2 | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • in what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). • Approaches customers proactively and offers to assist them with their | | |

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|-----|--|--|----------------|
| | shopping experience | | |
| | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | | |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 0.00 |
| | Objectives and Discussion with SM | | 0.00/0.00 0.00 |
| | District Update | | 0.00/0.00 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | New Version-Blue for TPR Valeant coupons Immunization Room status Getting staff on board to make sure they are checking for 90 day conversion | 0.00/0.00 0.00 |

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Stable workforce
SM is on Manpower team and helps to support the district.
Please complete Money Laundering PPL:

| <u>Employee</u> | <u>Position Code</u> | <u>Completion Due Date</u> ▼ |
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| JULIUS FULLER | PST | 03/01/2016 |

Q20

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Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- 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

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
Remains a development opportunity 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Please work with team and staff to ask all patients, "Would you like me to fill your scrip for 90 days if you plan and prescription allows it?"
Immunization Selection Tool for each patient for proper immunization assessments.

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.

0.00/0.00 0.00

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11

- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistent

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. 0.00/0.00 0.00

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| | Over the course of the last several visits, how has the rating changed? | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | All peer reviews are completed but they need to be reviewed by ALL Rx team members including ASM. | 0.00/0.00 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |

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13

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
 - Cash pick up process in place.
- Q87
- Service and equipment issues are handled promptly.
 - Recognized marketing campaigns are fully executed.
 - Introduction of services to team members.

0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVe Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

- Q30
- Is the SM able to effectively connect operational processes with key financial and performance metrics?
 - Is financial acumen a development opportunity for store leadership?

0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

- Q32
- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
 - Best item best store and Top 50 reports
 - Department trend report and Front end sales driver

0.00/0.00 0.00

Add necessary GROW coaching comments below

- Q33
- Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

- Q80
- If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

- Q34
- Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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Over the course of the last several visits, how has the rating changed?

- Q81
- If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity

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Add necessary GROW coaching comments and document the discussed items in the comments box below

Overall Pharmacy Assessment 0.00/0.00 0.00

Pharmacy strengths and opportunities 0.00/0.00 0.00

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

- Q62
- Quality, Exception Queue Management Issues, Adherence
 - Work-flow, Productivity, Pharmacy Condition
 - Execution, Generic Efficiency
 - Outreach, Services (specialty etc.)
 - Basic key shrink control (modifies, HRxD, etc.)

0.00/0.00 0.00

Document your conversation in the comment box below.

Please work toward completing NTT calls daily

5 Records

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Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

Q63

- Adherence, Acquisitions (Med D & Med B), Services
- Specialty at retail, Immunization, Healthcare Clinics

Document your conversation in the comment box below.

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Document your conversation in the comment box below.

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Document your conversation in the comment box below.

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ARD -1 584 16

SELECT ONE

Document your conversation in the comment box below.

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M 68 46920
UI -6 042 16

SELECT ONE

Ask the store manager to discuss key takeaways from the DM visit

Q64

- What are the actionable items you will drive in the upcoming weeks?
- What did you get out of the visit today?
- (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit)

Document your conversation in the comment box below.

Engagement, Experience, Execution and Efficiency Review 0.00/0.00 0.00

Engagement, Experience, Execution and Efficiency Review 0.00/0.00 0.00

Q65 List store strengths discussed with the SM/RXM 0.00/0.00 0.00

Q66 List store opportunities discussed with the SM/RXM 0.00/0.00 0.00

Q67 List key focus areas discussed with the SM/RXM 0.00/0.00 0.00

RxM Core Competencies 0.00/0.00 0.00

Pharmacy Manager Core Competencies 0.00/0.00 0.00

Operations/Business Leadership

Q69

- Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results.

Document your conversation in the comment box below.

People Leadership

Q70

- Encourages an atmosphere of open two-way communication.
- Shows mutual respect while promoting and developing a diverse and inclusive team.

Document your conversation in the comment box below.

Strategic Leadership

Q71

- Leads change by challenging the status quo through identifying and trying out new ideas and approaches.
- Adjusts to accommodate to changing and unstructured circumstances to achieve business results.

Document your conversation in the comment box below.

Customer Leadership

Q72

- Anticipates and responds to customer needs.
- Maintains ethical boundaries and confidentiality in all internal and external customer interactions.

Confidential

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--|--|-----------|------|
| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Ensuring all team members are asking "Would you like me to fill your script for 90 days if your plan and prescription allows it?"
 Ensure all Staff and Floaters are focusing on generic conversions. Ensure team members are offering all PSC and cash patients 90 day fills to help offset drug costs.
 DPI ALL. Valeant Access Program promotional materials and manufacture discount coupons. New material coming.
 VBPT-OOS- Change the date to the next day to fill to coincide with your next ABC delivery.
 VBPT-Change the promise time if it is a waiter
 Complete Money Laundering PPL
 All rx staff and Leadership must sign off on peer review monthly including ASM
 Work with team members to not just say "CAP" as patients are not

| | | | |
|---|--|-----------|------|
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

understanding why they have to wait" Better communication with from staff to patient" Entire store including RX needs to be supporting and driving the current 3for2 promotion. Not all team members are driving and supporting this program when we desperately need FE sales. This is a missed opportunity.

Store Walk Summary : District Manager Pharmacy FY16

02125 - Terra Dunlap,MGR

Participant : Buenos R Selor / RXM / SM / Compliance officer
Auditor Role :
Auditor Department : District
Response Date : Sat 03/12/2016 08:29 Central Standard Time

| Questionnaire | Sat 03/12/2016 08:29 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of today's Visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 90 Day > LTR, RTS, VBPT, NTT > Immunizations > Walgreens Compliance Auditor | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | RXM leads the Five minute Meetings: topics: | 0.00/0.00 | 0.00 |
| Q15 | | > Peer Reviews >Valeant >Recognition Starting to | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

Confidential

1

| | | | | | |
|-----------------------------------|---|---|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Observe proactive assistance with patients and consultations, using the correct verbiage in assisting patient needs | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | RXM has good energy and assist with any internal or external issues | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none">• What would you like to accomplish during today's visit?• What questions do you have for me? What questions do you have on the recent district update or area wrap up?• Discuss handling of customer/patient complaints• What challenges/areas of concern can I provide additional guidance for during the visit? | to go over 90 day and Script growth, ideas verbiage and suggestions for Technicians and staff pharmacist to move the needle | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none">• How is the store progressing? If not, understand why. | topiScs: > To review compliance from our compliance officer today > go over the customer score card and review the metrics of our store in respect to | | 0.00/0.00 | 0.00 |

Confidential

- What are some next steps?

Add necessary GROW coaching comments below

our patients
 > go over solutions on VBPT, NTT, RTS AND LTR.
 > RECOGNITION
 > other RX services (ie) Texting

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Every patient has to be asked about 90 day a and promote the following:

| | | | |
|-----|---|-----------|------|
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

> 90 day
 > receipt survey
 > Texting

| | | | |
|--------------------|--|-----------|------|
| Workforce Planning | | 0.00/0.00 | 0.00 |
|--------------------|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

a work in progress, with tight payroll, getting somebody in the pharmacy is a challenge, the idea was to get the SFL trained to help, there fall back person is the store manager

| | | | |
|-----|--|-----------|------|
| Q20 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--------------------------------|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
|--------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Pharmacy is reasonably CNO, minimal outs in the pharmacy

| | | | |
|-----|--|-----------|------|
| Q21 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

are put away and secured properly
 • Drive thru area is CNO

| | | | | |
|-----|--|---------------|---|----------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Consistent | filling counters need to be organized | 0.00/0.00 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 0.00 |
| Q22 | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | reviewed the interaction of the RXM with patients and reviewed exception queues with the RXM all are complaint, NTT call are at 70% some opportunity here, RXM is aware | 0.00/0.00 0.00 |
| Q23 | In what ways is the pharmacy following proper inventory control procedures, including: <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | Reviewed Aged and Deletes, Reviewed WCB, reviewed outdates on diabetic test strips, review returns all are compliant | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| Q24 | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | | reviewed amber vials with compliance officer to check for outdates, also review hazardous waste recepticals and documentation for compliance all compliant | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q84 | In what ways are proper security procedures being followed in the pharmacy, including <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. | all compliant | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 0.00 |
| | Potential questions include, but are not limited to: <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s | | | |

- according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Q25
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 - Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 - Do all pharmacists have access to the state's PDMP website?
 - Are all pharmacists signing the Rx Activity log books or Transaction Journals?
 - Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- Q92
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
 - Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Reviewed GFD with RXM and reviewed the scripts and documentations for compliance

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

pharmacy is reasonably in good shape and compliant and with compliance audit today

0.00/0.00 0.00

- Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

- Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
- Consistent store is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are

| | | | | | |
|-----|--|----------------------------|---------------------|-----------|--|
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | | | |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | all compliant and observed | 0.00/0.00 | 0.00 | <ul style="list-style-type: none"> Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | store is consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| | Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SPL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |

Confidential

6

Q30

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
- Best item best store and Top 50 reports
- Department trend report and Front end sales driver

0.00/0.00 0.00

Add necessary GROW coaching comments below

(3) Achieving Expectations

- 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.

Q33 Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q30 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

Q34 Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q31 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Overall Pharmacy Assessment

| | | |
|--------------------------------------|-----------|------|
| | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

| | | | | |
|-----|--|---|-----------|------|
| | Examples include but are not limited to the following: | As observed today exception queue, NTT, Face to face are the strengths today | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> | | 0.00/0.00 | 0.00 |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | n/a | 0.00/0.00 | 0.00 |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | From our Wrap up meeting 90 day and script growth is going to be the key in the next 6 months. improving patient care VBPT, NTT, RTS, LTR and wait time | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > good communicator > good energy > willing to listen to ideas > 90- day | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | > Improving DH availability > Detailing for business opportunities | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | >90 day script growth > upscaling DH | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |

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| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? | had discussing with SM and her goals going forward, what opportunities can she work on to improve. | 0.00/0.00 | 0.00 |
| Q75 | <ul style="list-style-type: none"> • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | going over customer scorecard and reviewing opportunities | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | going over 90 day script growth initiative | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | compliance officer audit improving DH position in store to utilize when needed | 0.00/0.00 | 0.00 |
| | improve 90 script growth to meet target for FY16 > Increase receipt surveys > 90 day adjusted to make sure all TM are reminded to promote service and 90 service as our initiative in the next 6 months | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

03889 - Eugene Wong,MGR

Participant : Melissa May/Simpson
Auditor Role : Store Manager
Auditor Department : District
Response Date : Sat 03/12/2016 00:00 Central Standard Time

| Questionnaire | Sat 03/12/2016 00:00 Central Standard Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | 90 Day-Are all team members asking, "Would you like us to fill your script with 90 days if your plan and prescription allows it?" Goal is converting two scripts per day to 90 days. Currently 47.1 in the Red Immunization Selection Tool-Are ALL team member using it ALL the time. VBPT NTT Peer Review by the 10th of each month Payroll Adoption RX NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (4) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 Add necessary GROW coaching comments below | | Work on BMH engagement and support. Difficult to keep them from being so task oriented. How can we set the stage for them to understand that customers are first. | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? | | | | |

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| Q17 | <ul style="list-style-type: none"> What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | 0.00/0.00 | 0.00 |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Workforce Planning | Questions regarding workforce planning may include, but are not limited to: | 0.00/0.00 | 0.00 |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |

- clean
- DPI records are put away and secured properly
- Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

 Too much clutter and bottles at the fill station. Much too disorganized which will make it easy to cause errors. 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

 It does not appear that the daily deletes are being completed. The patient's name is not being removed 100% on all return to stock medications in amber vials. I was able to read some of the patient's names on the bottles that were to have been blacked out. I found over 10 scripts that have been ready for longer than 12 days. In the refrigerator also there were at least five but one had a RTS on it. It still should have already been deleted. 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

Q24 In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Thank you for 100% compliance on the following:

C-II Cabinet locked and the key controlled by a pharmacist.

CII drugs being promptly returned to cabinet after prescription filled.

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.

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| Q84 | <ul style="list-style-type: none"> • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. <p>Add necessary GROW coaching comments below</p> | <p>Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with log, in the store safe.</p> <p>Door combination different than other doors in the store.</p> <p>No food or drink in the pharmacy refrigerator.</p> <p>No jackets, purses or backpacks etc.</p> | 0.00/0.00 | 0.00 |
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Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

| | | | |
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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
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| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
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Please be sure to have all pharmacists signing the Rx Activity log books or Transaction Journals with a complete signature.

(3) Achieving Expectations

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| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> • Product off of floor and 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 | <p>Work in progress with new Rxm.</p> | 0.00/0.00 | 0.00 |
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| | <ul style="list-style-type: none"> • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently | | | |
| | Over the course of the last several visits, how has the rating changed? | | Remains a development opportunity which the new Rxm has an action plan in place that will take time to get the entire team trained and on board. | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | | 0.00/0.00 0.00 |
| Pharmacy Quality | | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| Q26 | <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | 0.00/0.00 0.00 | |
| Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | Peer review was not complete | 0.00/0.00 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | |

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Q33 Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2)

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|-----|---|-----------------------------------|--|-----------|------|--|
| | Over the course of the last several visits, how has the rating changed? | | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Plan to complete NTT calls in a timely manner. Need team to specifically target and offers secondary services effectively as there is always opportunities to take care of our patients. | 0.00/0.00 | 0.00 | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 | |
| | Over the course of the last several visits, how has the rating changed? | | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | 0.00/0.00 | 0.00 | |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |

Confidential

7

| | | | |
|--|---|------------------------|-----------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 90 Day adjusted Rx Nps | 0.00/0.00 |
| Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). | | | |

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Discussion topics may include, but not limited to the following:

- How are you identifying your top talent?
- In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences)
- What challenges are you having with your low performers?
- In what ways are you using GROW to coach low performers?
- How are you using the discipline processes to performance manage low performers?
- How is the SM progressing against his/her developmental goals?
- Discuss career aspirations and how SM and DM can help in achieving those goals.
- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

Working to
upscale current
ASM-T and
newer SFL

Q75

0.00/0.00 0.00

Add necessary GROW coaching comments below

Benefits, Concerns and next Steps

0.00/0.00 0.00

Benefits, Concerns and next Steps.

0.00/0.00 0.00

Q89 List the key benefits from the perspective of the manager

0.00/0.00 0.00

Q90 List the key concerns from the perspective of the manager.

0.00/0.00 0.00

Complete ppl's-
focus on overdue
Plan on how to
improve 90 day
adjusted
Plan on how to
improve Rx and
FE NPS score
Deleted Aged Rx
report-daily-must
keep even if
blank
Logbook/daily
transaction
journal-Full
Signature
Bin Rec-
completed
weekly-techs
should own this-
last one 02/11
RTS scripts in
refridgerator
Ambers vials-
need 100% follow
through on
crossing out
patients names

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

0.00/0.00 0.00

Store Walk Summary : District Manager Pharmacy FY16

02705 - Danny Kwan,MGR

Participant : Melissa May/Calvin Yeung
Auditor Role : Store Manager
Auditor Department : District
Response Date : Mon 03/14/2016 09:30 Central Daylight Time

| Questionnaire | Mon 03/14/2016 09:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | RX & FE NPS 90 Day Adjusted- Are your team members asking, "Would you like me to fill you script for 90 days if your plan and prescription allows it?" NTT VBPT RX Efficiencies RX Work Flow and managing a step down | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Area Pulse New SM and his improvements are being well received by most team members. Team is still getting to know him | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Team members are not consistant with proactive ECC Not calling for IC3. Consistant lines. Still too task focused. Work on team engagement and trying to get them to understand that the customer is the top priority and not the task. On the spot coaching by ALL Leadership. Peer to peer coaching cards. | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | Update on the projects going on in the store. Feedback on potential dept moves. Mid year check in's. Trailer only has | 0.00/0.00 | 0.00 |
| Q17 | | | | |

Confidential

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- Discuss handling of customer/patient complaints
- What challenges/areas of concern can I provide additional guidance for during the visit?

shelves now.
Need PPH
computer
perhaps from
another store.

Follow-Ups from Previous Visits 0.00/0.00 0.00

Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)

Q18 • How is the store progressing? If not, understand why.
• What are some next steps? 0.00/0.00 0.00

Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19 • Agree upon next steps
• Confirm and document next touch point to discuss progress against plans. 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Currently need more flex team members and overnight SFL for QJP.
Working with ASM to be more of a leader and not so task oriented

Q20 0.00/0.00 0.00

store manager is ensuring both Front End and Rx budgets are fully adopted

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

(2)

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Remains a development opportunity

Currently store condition is poor, but new SM is already making very positive changes and each time I visit the store I see improvements.

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Q22 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to

| | | | |
|-----|---|-----------|------|
| | Windsor (Log into AS/400 > Claims) | | |
| | <ul style="list-style-type: none"> Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week ... Log into IC+ > Reports > Deleted Aged Rx Report) | | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? | | |
| Q24 | <ul style="list-style-type: none"> Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. | | |
| Q84 | <ul style="list-style-type: none"> Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Potential questions include, but are not limited to: | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | |
| Q92 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file | 0.00/0.00 | 0.00 |

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- for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | | | |
|------------------|---|-----------------------------------|--|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | RX not CNO Must work on workflow and managing a level down Waiting for approval of a new rx register | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | More FE involvement needed for non licensed rx work to free up techs and rph's to focus on strictly rx work. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | RXM needs to manage a level down. Taking on too much herself. rechs need to own more. | | |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | | | |
|-----|---|--|--|-----------|------|
| Q26 | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | | | | |
|-----|---|-----------------------------------|--|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Concerns with consistent service levels with some team members in the pharmacy. Team members are not having quality conversations with patients. Not taking advantage of each opportunity of each interaction. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |

Other Healthcare Services

0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics

0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

| | | | | | |
|-----|--|--|--|-----------|------|
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
|-----|--|--|--|-----------|------|

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

| | | | | | |
|-----|---|--|--|-----------|------|
| Q27 | How are team members greeting patients in HCC area and offering assistance? | | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | | |

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | | | |
|--|---|-----------------------------------|--|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate | | | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. | | | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | | | 0.00/0.00 | 0.00 |
| Q30 | <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.</p> <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | Not consistently offering secondary services. | 0.00/0.00 | 0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | Please work with Rx team to engage team members to look for the opportunities with every customer interaction to consistently offers secondary services. | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | New SM has great plans for this location. Improvements observed with each visit. | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | This stills remains a big opportunity with the entire team including the FE and Rx | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) <p>Document your conversation in the comment box below.</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> | | | 0.00/0.00 | 0.00 |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> <p>Ask the store manager to discuss key takeaways from the DM visit</p> | | | 0.00/0.00 | 0.00 |

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| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q99 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |

Work with Rxm on mid year

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check ins to support and get to know your team members. Work with Rxm on learning how to manage a level down. Taking on too much herself. Rxm needs to learn how to empower her team. Open ticket for landscaping. Parking lot must be maintain. Improve customer experience. Improve FE experience. Complete the 60 Overdue in store Promotion Complete the Expiring 290 Calls by Friday. Anti Money Laundering PPL- Complete by Friday

MAT THE W 03/0 AR SFL 1/20 MST 16 RO NG KAR 03/0 RY BA 1/20 LEU 16 NG MIN 03/0 H CSA1/20 LY 16 HEN 03/1 RY CSA2/20 ZHA 16 NG MIN 03/2 YI CSA2/20 ZENG 16 KAR EN ART EAGA

Complete other ppl's that are overdue.

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

0.00/0.00 0.00

Store Walk Summary : District Manager Pharmacy FY16

06625 - Quyen Trinh,MGR

Participant : Buenos R Solor / SM / RXM (F2)
Auditor Role :
Auditor Department : District
Response Date : Mon 03/14/2016 13:30 Central Daylight Time

| Questionnaire | Mon 03/14/2016 13:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| | | Objectives of todays Visit: | | |
| | | > Intro to RX PSTB | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > Engage TM Participation | 0.00/0.00 | 0.00 |
| | | > IMprove RX Wait time | | |
| | | > use Raci | | |
| | | > B's C's | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Engagement was good everbody participated, F1 Well spoken F2 was a little quiet but engaged with TM | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | observed face to face interaction with patients, fill counter were neat and organized during visit | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | improved look to the pharmacy less clutter in corners of the pharmacy | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>There agenda is the following:</p> <ul style="list-style-type: none"> > Intro to RX diagnostic > quick followup on PSTB Fishbone > Next Steps and RACI clarification | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | <ul style="list-style-type: none"> > How to improve wait time > Have Fun during the PSTB > How to prioritize waiters > come up with realistic solution | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |

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| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | > increase sales > Action plan to upscale DH with documented next steps by RXM > cascading information to Technicians from compass, DM on futures topics | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | | |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | upsaling DH in the Pharmacy, which will be scheduled time and training | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | more organized then the previous visit in respect to clutter, and filling counter is neat and organized | 0.00/0.00 | 0.00 |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | | |

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| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Improved | improved look to the pharmacy and CNO | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | | 0.00/0.00 | 0.00 |
| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | <p>When over Customer Scorecard with SM and RXM reviewing Opportunities to improve and review what is going right, Review exception queue with Pharmacy technician to review the process. Reviewed NTT 70% and RTS 54% with RXM and SM. reviewing barriers and what and what can we do to improve</p> | 0.00/0.00 | 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | | <p>Briefly reviewed with technician. tasks is completed in the afternoon when second tech comes in.. Reviewed the WCB and outdates on diabetic test strips all is cno and compliant</p> | 0.00/0.00 | 0.00 |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | 0.00/0.00 | 0.00 |
| Q24 | <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> | | dnot discusse | 0.00/0.00 | 0.00 |
| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. <p>Add necessary GROW coaching comments below</p> | | CII and fridg is cno and compliant | 0.00/0.00 | 0.00 |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? | | | | | |

| | | | |
|-----|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|---|-----------|------|
| Q32 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Reviewed GFD forms and process with RXM | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | | |
|-----|---|----------------------------|-----------|------|
| Q33 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | compliant during my review | 0.00/0.00 | 0.00 |
|-----|---|----------------------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | | | |
|-----|--|------------|------------------------|-----------|------|
| Q78 | | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | | |
|------------------|--|--|--|-----------|------|
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
|------------------|--|--|--|-----------|------|

(3) Achieving Expectations

- All STARS

| | | | | | |
|-----|---|------------|-----------------------|--|----------------|
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | | | |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | asked if stars are reviewed, peer review is being review and completed. face to face interaction with patients is being executed all compliant | 0.00/0.00 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is compliant | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Other Healthcare Services | | | | 0.00/0.00 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Business Performance and Sales | | | | 0.00/0.00 0.00 |
| | Operating Statements and IMPROvE Scorecards | | | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating | | | | |

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statement/IMPROVE scorecards.

| | | | |
|-----|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

- 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.

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|--|------------|-----------|------|
| Q30 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-----------|------|

| | | | | |
|-----|---|-----|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|--|----------|-----------|------|
| Q31 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Improved | 0.00/0.00 | 0.00 |
|-----|--|----------|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|--------------------------------------|--|-----------|------|
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|-----------|------|

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | | |
|-----|---|--|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | RTS at 54% is above goal NTT at 70% VBPT close to 70% an opportunity but a work in progress to be a strength | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | |
|-----|--|---|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | NPS in pharmacy, target at 80% with a current YTD of 70% a great score in relation to the regional average. | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | | |
|-----|--|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | improved understanding of PSTB and improved engagement of TM with the movement | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

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| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | > good communication with TM > Engagement with TM and store Leadership > open doors policy with idea and opinions accepted with store leadership | 0.00/0.00 | 0.00 |
| Q66 List store opportunities discussed with the SM/RXM | NPS in pharmacy and improve F/E sales | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | NPS in RX with action plan from ASM-t to improve | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events, leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>developing DH is an ongoing process as well as in all positions</p> <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | |

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| | | | | |
|-----|---|--|-----------|------|
| | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | <ul style="list-style-type: none"> > know what RX diagnostics > Customer satisfaction the importance of > foster better work flows > Potential sales and script growth | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | How to improve RX NPS | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Action Plan by the ASM-T on RX NPS | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

05599 - Hieu-Ngoc Huynh,MGR

Participant : Buenos R Selor / SM / RXM
Auditor Role :
Auditor Department : District
Response Date : Tue 03/15/2016 09:00 Central Daylight Time

| Questionnaire | Tue 03/15/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of today's visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 90 day > transitioning > immunization > Valeant > VBPT | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | On going 5mm with TM by the RXM topics discussed: | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | > compass communication > emails from DM and HCS > NPS RX > VBPT | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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1

| | | | | | |
|--|---|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | good improvement and well as moral in the pharmacy. Improved efficiencies contributed to the improvement | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | on going progression in the pharmacy | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none">• What would you like to accomplish during today's visit?• What questions do you have for me? What questions do you have on the recent district update or area wrap up?• Discuss handling of customer/patient complaints• What challenges/areas of concern can I provide additional guidance for during the visit? | >ideas on improving 90 day > transition of RXM's > improved VBPT | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none">• How is the store progressing? If not, understand why.• What are some next steps? Add necessary GROW coaching comments below | Since the improved efficiencies in the pharmacy most pharmacy metrics are improving VBPT from 40% to 60% +. | | 0.00/0.00 | 0.00 |
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings <ul style="list-style-type: none">• Agree upon next steps | NPS still a concern hopefully an improvement with constant feedback and | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

continued solutions and idea from the team to improve

Add necessary GROW coaching comments below

Workforce Planning

0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

none. DH 2 quality DH available and as well as 2 being trained

0.00/0.00 0.00

Q20

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

all the above topic listed as achieving expectations

0.00/0.00 0.00

Q21

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Improved improve and ongoing

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

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3

| | | | |
|---|---|---|----------------|
| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>face to face interaction is observed during my visit and NTT and RTS is progressing in the right direction. RX TM and SM putting attention to improve</p> | 0.00/0.00 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>reviewed call list and delete with staff pharmacist . reviewed WCB and outdates all cno and compliant. Reviewed return process in AS 400 all compliant</p> | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | n/a | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including:</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | CII are fridge is complaint | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | |
| Q25 | <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

reviewed the process with RXM with GFD and randomly reviewed finished CII patient scripts

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

compliant

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Improved

less clutter in the pharmacy, filling counter is less cluttered with better efficiencies

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26

all the above tasks in achieving expectations are compliant

0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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- Team members are having quality conversations some of the time

| | | | | |
|--|--|----------|---|----------------|
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Improved | improved efficiencies in workflow and pharmacy department | 0.00/0.00 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Business Performance and Sales | | | | 0.00/0.00 0.00 |
| Operating Statements and IMPROVe Scorecards | | | | 0.00/0.00 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | | SM and RXM doing weekly and monthly sit down talks to discuss financials and other issues | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | n/a | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |

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|--|--|--|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | a work in progress but going in the right directions with improved efficiencies | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | improved and progressing | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | a work in progress | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | pharmacy is going in the right direction. with more engagement and open to opinions and ideas by the TM and again efficiencies | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | n/a | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | n/a | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | > continued improvement in efficiencies in pharmacy > increased engagement among TM > | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | RXM transitioning, open to opinions and idea and able to speak and talk about barriers and solutions | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | improved all aspects of operations of the pharmacy and FE and RX NPS score | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | continued progress in operational efficiencies and NPS | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | | |
| | Strategic Leadership | | | | |

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| | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. | | | |
| Q71 | <ul style="list-style-type: none"> Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> <p>Customer Leadership</p> <ul style="list-style-type: none"> Anticipates and responds to customer needs. | | 0.00/0.00 | 0.00 |
| Q72 | <ul style="list-style-type: none"> Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. | | 0.00/0.00 | 0.00 |
| Q73 | <ul style="list-style-type: none"> Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> <p>Functional Competency</p> <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Q74 | <p>Document your conversation in the comment box below.</p> <p>1:1 Coaching/Feedback session with Store Leadership</p> | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > going over capblock and the process of > going over customer scorecard > ideas of 90 to improve > | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | >FE and RX NPS score to improve >90 day improvement to reach target by FY16 | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | To review action plans with TM in charge of improving scores and behaviors review progress in pharmacy and the relationship to 90 and other metrics dealing with patient care. | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Bonnie, David
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 03/17/2016 13:00 Central Daylight Time

| Questionnaire | Thu 03/17/2016 13:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Reivew Connect and Protect program 90 days, LTR, NTT, RTS Compliance check: Bin recon, daily log, Hipaa log, delet aged Rx | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> • What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? • In what ways do you think you can contribute to the company's purpose and focus? • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). • Approaches customers proactively and offers to assist them with their shopping experience. • Anticipates and responds to customer needs. • Demonstrates an | | |

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|--|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Brouchure holders Pulse Meeting last week | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | 90 days Pulse meetings | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |

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Q19

- Agree upon next steps
- Confirm and document next touch point to discuss progress against plans.

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20 keep recruiting, 24/7 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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 pulled away and secured properly
- Drive thru area is CNO

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

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Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

| | | | |
|-----|---|-----------|------|
| Q22 | <ul style="list-style-type: none"> • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | |
|-----|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

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|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing

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- training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?

| | | | |
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| Q92 | <ul style="list-style-type: none"> • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | | |
|-----|--|------------|-----------|------|
| Q78 | | Consistent | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

| | | | |
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| Q26 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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are having
quality
conversations some
of the time

| | | | |
|---|--|------------|----------------|
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| Other Healthcare Services | | | 0.00/0.00 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 0.00 |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |

(3) Achieving Expectations

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|--------------------------------------|--|---|---|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | Connect and Protect Program 4/store/week | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | Haircare on end stand near Rx | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) Document your conversation in the comment box below. | | | 0.00/0.00 | 0.00 |
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics Document your conversation in the comment box below. Ask the store manager to discuss key takeaways from the DM visit | 90 Days Efficiency | | 0.00/0.00 | 0.00 |

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| | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | | 0.00/0.00 | 0.00 |
| Q64 | <ul style="list-style-type: none"> (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | | |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Rx script growth New customers Increasing 90 days | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Focus on customers and business growth | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | focus on 90 days | 0.00/0.00 | 0.00 |

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| Q90 | List the key concerns from the perspective of the manager. | brouchure rack replacement | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | next steps: Ronda: brochure rack Bonnie: OTC rack for RPH recommend | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01126 - ,MGR

Participant : Ronda J Lowe, Joel, Turny
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 03/17/2016 03:00 Central Daylight Time

| Questionnaire | Thu 03/17/2016 03:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Compliance PPLs 90 Days Connect and Protect Workflow efficiencies | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | Involve TMs in solving workflow issues | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Are Rx ready when the customer arrives? Mini PSTB is needed to solve the stack of labels that build up and are not ready when the customer arrives | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q76 Add necessary GROW coaching comments below | | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | What is new | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | Focus on 90 days workflow efficiencies | 0.00/0.00 | 0.00 |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | | |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | Workflow efficiencies 90 days LTR, RTS, NTT | 0.00/0.00 | 0.00 |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | | |

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Add necessary GROW coaching comments below

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| Workforce Planning | 0.00/0.00 | 0.00 |
|--------------------|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

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| Q20 | New hire on track and training | 0.00/0.00 | 0.00 |
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Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

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|--------------------------------|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
|--------------------------------|-----------|------|

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|---|-----------|------|
| Pharmacy Department CNO- Experience, Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

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| Q21 | (2) Keep Rx clean and clutter free | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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|---|-----------|------|
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

| | | | |
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| Q23 | Keep delete aged Rx for 90 days Hipaa logs for 6 years plus current year Sign daily transaction log tech and rph Bin Recon weekly | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

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In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

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| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
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| Q84 | <ul style="list-style-type: none"> • C-II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|-----------|------|--|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 | Please complete monthly peer review on time Please keep up with IPSP disciplines, response to email request in a timely manner |
|-----|---|-----------|------|--|

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|-----|---|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | Keep Rx CNO, boxes off floor: can be safety issue | 0.00/0.00 | 0.00 |
|-----|---|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|-----------|------|-----------------------------------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 | Remains a development opportunity |
|-----|---|-----------|------|-----------------------------------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

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| Pharmacy Quality | 0.00/0.00 | 0.00 |
|------------------|-----------|------|

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store

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| Q26 | <p>made progress against the quality action plan?</p> <ul style="list-style-type: none"> • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | (2) | Set calendar reminder for monthly peer review | 0.00/0.00 | 0.00 |
| <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | | |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | | | | |
| Q79 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | Be on time with due dates | 0.00/0.00 | 0.00 |
| <p>Other Healthcare Services</p> | | | | 0.00/0.00 | 0.00 |
| <p>Other Specialty Pharmacy Services & Healthcare Clinics</p> | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> | | | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> | | | | | |
| <p>How are team members greeting patients in HCC area and offering assistance?</p> | | | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>How are team members informing customers of available clinic services at this location?</p> | | | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>How is store leadership providing operational support?</p> | | | | | |
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>Business Performance and Sales</p> | | | | 0.00/0.00 | 0.00 |
| <p>Operating Statements and IMPROVE Scorecards</p> | | | | 0.00/0.00 | 0.00 |
| <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.</p> | | | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> | | | | | |
| <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> | | | | | |
| <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Completion of task and assignments on time | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |

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| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> • Is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Review 90 days report data and where to find data
 workflow and balancing workload with filling labels daily
 mini PSTB on workflow

Store Walk Summary : District Manager Pharmacy FY16

06557 - Janet Shaw, MGR

Participant : Ronda J Lowe, Steve
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Thu 03/17/2016 16:25 Central Daylight Time

| Questionnaire | Thu 03/17/2016 16:25 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | Rx Visit with ASM Explain Rx metrics Review 90 days, NTT, LTR, RTS, connect and protect | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | |
| Q15 | How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | 0.00/0.00 | 0.00 |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | First Rx walk One Box | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |

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Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-

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| Q22 | <p>window, and fill station procedures</p> <ul style="list-style-type: none"> in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | 0.00/0.00 | 0.00 |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| | <p>Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures</p> <p>Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:</p> <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Q24 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | <p>Add necessary GROW coaching comments below</p> <p>Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? <p>Add necessary GROW coaching comments below</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Potential questions include, but are not limited to:</p> <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith | 0.00/0.00 | 0.00 |

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| | Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) | | |
| | <ul style="list-style-type: none"> Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | | |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

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|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
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|-----|--|------------|-----------|------|
| Q78 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

| | | | |
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| Pharmacy Quality | | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality

| | | | |
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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

conversations some of the time

| | | | | |
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| | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

(3) Achieving Expectations

- Promoting immunizati

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>ons during peak seasons.</p> <ul style="list-style-type: none"> • Making adherence calls and completing consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | 0.00/0.00 | 0.00 |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 | 0.00 |
| Q81 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | <p>Reviewed 90 days, NTT, LTR, RTS</p> <p>Reviewed Scorecard</p> <p>Reviewed the role of the ASM in Rx</p> | 0.00/0.00 | 0.00 |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? | <p>Reviewed 90 days, NTT, LTR, RTS</p> <p>Reviewed Scorecard</p> <p>Reviewed the role of the ASM in Rx</p> | 0.00/0.00 | 0.00 |

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| Q64 | <ul style="list-style-type: none"> What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Review areas covered with MGR and RxM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsel Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | First Rx walk with ASM | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | ASM to review notes with MGR | 0.00/0.00 | 0.00 |

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and RxM

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9

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WAGCASF00611210

WAG-MDL-03102.00789

Store Walk Summary : District Manager Pharmacy FY16

04609 - Wing Cheung,MGR

Participant : Ronda J Lowe, Robert, Sam
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 03/22/2016 10:00 Central Daylight Time

| Questionnaire | Tue 03/22/2016 10:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Compliance LTR, NTT, RTS 90 days target and efficiency PSTB: VBPT, 90 days Immunizations: connect and protect | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | |

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | VBPT suggestions | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | Workflow, VBPT Scheduled PSTB on 90 days and VBPT | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?

Q20 OK 0.00/0.00 0.00

- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 Improved 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 Improved 0.00/0.00 0.00

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | 0.00/0.00 | 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
| RTS, NTT, LTR 90 days efficiency | | | |
| Add necessary GROW coaching comments below | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | |
| Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Potential questions include, but are not limited to: | | | |
| <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? | | | |

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| | <ul style="list-style-type: none"> Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

(3) Achieving Expectations

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| | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | | |
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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
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| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q78 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |

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| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

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| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having | | |
|--|---|--|--|

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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

quality
conversations
some
of the time

| | | | | |
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| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

(3) Achieving Expectations

- Promoting

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| | immunizations during peak seasons. | | |
| | <ul style="list-style-type: none"> • Making adherence calls and completing consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q30 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | 0.00/0.00 0.00 |
| | (3) Achieving Expectations | | |
| | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q31 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | Review schedules to help with VBPT | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |

| | | | | |
|-----|---|------------------------------|-----------|------|
| | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | | | |
| Q64 | <ul style="list-style-type: none"> (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Service has been improving | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | VBPT, RTS | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 90 days, VBPT, RTS, NTT, LTR | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Q69 | | | | |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| | <ul style="list-style-type: none"> 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 |
| Q70 | | | | |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Q71 | | | | |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Q72 | | | | |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| | <ul style="list-style-type: none"> 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 |
| Q73 | | | | |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | | | |
| | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Q74 | | | | |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| Q75 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | Review of measures | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | workflow efficiencies | 0.00/0.00 | 0.00 |
| | | PSTB scheduled | | |

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|-----|---|-----------------------------|-----------|------|
| Q91 | Review and list Follow-up Items and agreed upon next steps to address in the following visits | to improve VBPT, 90 days | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

03624 - Joe Li,MGR

Participant : Ibrahim K Bilar, Mike, Lillian
Auditor Role :
Auditor Department : District
Response Date : Wed 03/23/2016 13:00 Central Daylight Time

| Questionnaire | Wed 03/23/2016 13:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -PPL completion -Staff engagement engagement everyday results -Scorecards and ranking -90 days -NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | -store manager works inside the pharmacy -store engagement is at 4.08 in most recent engagement everyday survey | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | |

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | -figuring out hours for district training since manager owns the manpower project | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | -store has a second scheduled offsite for Meningitis at USF | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstuffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

-store currently utilizing EAV hours for training; EAV hours are not permanent and will be eliminated in the future
-store currently has free interns and utilizing them to train as well as NTT calls and mtm

Q20 0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 0.00/0.00 0.00
Consistent

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

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| | | | |
|-----|---|---|----------------|
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | <p>-Store is following SOPs for pharmacy</p> <p>-NTT is at 81.7%; most recent week is at 100%</p> <p>-RTS is at 61% YTD</p> | 0.00/0.00 0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>Inventory control is being followed</p> | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | <p>store is following proper security procedures in the pharmacy</p> | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | |
| | Potential questions include, but are not limited to: | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Potential questions include, but are not limited to: | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing | | |

- training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?

Q92

store is following through on GFD

0.00/0.00

0.00

- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00

0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Consistent

0.00/0.00

0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00

0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26

0.00/0.00

0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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are having quality conversations some of the time

| | | | |
|-----|--|------------|----------------|
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 0.00 |
| | Other Healthcare Services | | 0.00/0.00 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | | 0.00/0.00 0.00 |
| | Operating Statements and IMPROVE Scorecards | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |

(3) Achieving Expectations

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| | | | | | |
|--|--|---|---|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | went out and got off site immunization clinics | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | FE sales is -2.1%. Target FE sales for FY16 is 4.9% | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | -store is above goal for NTT -store is currently working on second shot for meningitis | | 0.00/0.00 | 0.00 |
| Q63 | Document your conversation in the comment box below. Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Q64 | Document your conversation in the comment box below. Ask the store manager to discuss key takeaways from the DM visit <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -rx nps score ytd is at 78.1%; target is 68.2% -rxm and mgr are great in outreaching to get off site immunization | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | FE sales is -2.1% YTD; target is 4.9% Avg 90 Days is at -1.9%; target is at 5.6% -growing 90 days -getting and | | 0.00/0.00 | 0.00 |

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| Q67 | List key focus areas discussed with the SM/RXM | securing flu off-sites for FY17 | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | -rxm is consistently working on developing and training interns -mgr is the manpower lead for the district and involved with LEAP | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | -open discussion between DM and mgr and rxm -rxm learned about customer scorecard and improve scorecard measures -rxm learned about the 90 days ranking versus scorecard in red (differences) | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | -RXM to follow up with interns for | 0.00/0.00 | 0.00 |

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| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | completion of PPLs -RXM to utilize peer to peer recognition -RXM to send me an action plan on how to drive adherence | 0.00/0.00 | 0.00 |
| | | All action steps to be done by 4/1/16 | | |

Store Walk Summary : District Manager Pharmacy FY16

05618 - Richard Lee,MGR

Participant : Ibrahim K Bilal, Richard Lee
Auditor Role :
Auditor Department : District
Response Date : Thu 03/24/2016 11:00 Central Daylight Time

| Questionnaire | Thu 03/24/2016 11:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -How is Frontier Wave 3 going -Connect and protect program -90 Days -NPS -Immunizations | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | -team members supporting each other for pulse -team members are responding positively to Frontier and celebrating the wins -during 5mm, team members are sharing inputs with each other -BA was engaged with customers | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | -driving 90 days -leading change and driving Frontier behavior -driving NPS | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | -team members are buying more into Frontier and are celebrating wins -team members are more focused on delivering ECC in order to regain customers back from Target and other competitors | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or | | | | |

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| Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | 0.00/0.00 | 0.00 |
| <p>store has no workforce planning issues, but are keeping an eye on trying to recruit rph and maintain good relations with competitors to get their talented employees</p> | | | |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | |
| <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Consistent | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |

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| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | NTT is at 86.8% ytd work queue is clean | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specially at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | text messaging is at 49, ranking a C within the district | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | -rx is doing their deletes -ris is at 54%, above the goal of 45% | | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | -store is doing bin reconciliation | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? | | | |
| Q24 | <ul style="list-style-type: none"> Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | pharmacy is following proper security procedures | | |
| Q84 | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |

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| <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | <p>0.00/0.00</p> | <p>0.00</p> |
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| <p>Q92</p> <ul style="list-style-type: none"> • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | <p>0.00/0.00</p> | <p>0.00</p> |
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(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

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| <p>Q93</p> <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
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| <p>Q78</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>Consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
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| <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> <p>Pharmacy Quality</p> | <p>0.00/0.00</p> | <p>0.00</p> |
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(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team

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| <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <p>0.00/0.00</p> | <p>0.00</p> |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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members are having quality conversations some of the time

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| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was | (2) | 0.00/0.00 | 0.00 |
| <i>Confidential</i> | | | | |

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| | given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. Over the course of the last several visits, how has the rating changed? | (2) | 0.00/0.00 | 0.00 |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) Document your conversation in the comment box below. | Strengths: very well run pharmacy, cno, clean work queue, positively involved TMs, NPS Opportunities: driving 90 days and Med D, going after late to refill | 0.00/0.00 | 0.00 |
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| Q64 | Ask the store manager to discuss key takeaways from the DM visit <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) Document your conversation in the comment box below. | -learning to be proactive and trying to set up flu shots for FY17 | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -OSA on the sales floor -NPS | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | -growing 90 days -growing FE sales -building Med D | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | -HCS topics -Connect and Protect program -driving 90 days -securing offsites | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |

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| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> <p>Healthy, Happy, and Creating Value Together</p> <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 0.00 | |
| Q73 | <p>Functional Competency</p> <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 0.00 | |
| Q74 | <p>1:1 Coaching/Feedback session with Store Leadership</p> <p>1:1 Meetings</p> <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> <p>Benefits, Concerns and next Steps</p> <p>Benefits, Concerns and next Steps.</p> | 0.00/0.00 0.00 0.00/0.00 0.00 | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 | |
| Q89 | List the key benefits from the perspective of the manager | <p>-learning about the wait time effect on weekends</p> <p>-great to see Kimberly rph representing as rxm to HCS</p> <p>-clearer picture of what we need to work with rph with the pulse</p> <p>-positive feedback from team engagement</p> <p>-IWIK how to better document the pulse next steps to make it more actionable</p> <p>-Abe to email Nailra for May meeting to invite rxms to the meetings</p> <p>-Kevin and Richard to lock offsites for FY2017</p> | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02152 - Elaine Frank,MGR

Participant : Buenos R Selor / SM / RXM
Auditor Role :
Auditor Department : District
Response Date : Sat 03/26/2016 13:00 Central Daylight Time

| Questionnaire | Sat 03/26/2016 13:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective for Today's visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > NPS Measures > 90 day Measures > DH > Work flow | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | No mentioned Techs and RXM busy answer questions between filing and consultations | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Technicians are very pleasant with patients and assisting their needs | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>> Pharmacy Detailing the neighborhood > Work flow during 2 persel > 90 day knowledge to improve on efficiencies</p> | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | <p>90 day is an opportunity to improve the process of just asking. Reviewing the new 90 execution matrix, to create engagement and ownership of the matrix > Review 90</p> | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |

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| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | process with TM for understanding > Review the process and find additional ideas for consistency in RTS | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | <p>> Review exception queues for entries 10 day or more</p> <p>> Have an action plan ready for early May for operation RX rescue</p> | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | Have trained DH's that take care of the registers, with basic IC + basic training as well. Face to face meeting with RX adoption not being compliant | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | pharmacy a little cluttered and some changes need to be made > waiting area > fast track > Alpha > outdates | | |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | 0.00/0.00 | 0.00 |
| | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | NTT at 83% is at goal and face to face consultations as observed was compliant, return to stock call is not consistent need to establish a routine. Exception queue as reviewed by the SM and RXM some need to be reviewed more than 10 day old | | |
| Q22 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to | | 0.00/0.00 | 0.00 |

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| | Windsor (Log into AS/400 > Claims) | | | |
| Q23 | <ul style="list-style-type: none"> Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week -- Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Reviewed > delete list > Returns > outdates > WCB's all compliant | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | CII and fridge all compliant | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Potential questions include, but are not limited to: | | | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file | N/A | 0.00/0.00 | 0.00 |

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- for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

(3) Achieving Expectations

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|-----|---|---|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | pharmacy reasonably operationally ok reviewed returns procedure with discarded waste reviewed waste amber vials to check for CII waste, there was no CII waste. Fridg and CII secured and compliant | 0.00/0.00 | 0.00 |
|-----|---|---|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

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| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is compliant | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
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| Pharmacy Quality | 0.00/0.00 | 0.00 |
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(3) Achieving Expectations

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|-----|---|--|-------------------------------|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | above task rated is compliant | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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| Q79 | Over the course of the last several visits, how has the rating changed? | Consistent | pharmacy compliant | 0.00/0.00 | 0.00 |
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If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Add necessary GROW coaching comments and document the discussed items in the comments box below

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| Other Healthcare Services | 0.00/0.00 | 0.00 |
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| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 | | |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | HIV and Pharmacist are trained | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | none observed | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | None | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | cno | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 | | |
| Operating Statements and IMPROvE Scorecards | | 0.00/0.00 | 0.00 | | |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | SM and RXM are communicating with financial acumen and reviewed issues with operational discussions | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | N/A | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | some opportunities here after review with RXM and SM regarding detailing and RTS consistency | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | action plan to improve consistency on RTS and a plan to detail community to acquire business and promote walgreens services | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | an opportunity to improve FE sales, store has been challenged, main objective is to keep basics in stock and exceptional ECC | 0.00/0.00 | 0.00 |

| | | | | |
|--|--|-----------------------------------|--|----------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | an opportunity to stay inslock on basics and be consistant on ECC | 0.00/0.00 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | opportunities on exception queue with 10 day or less activity and to revisit workflow and detailing in the community | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | N/A | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | > Review of 90 day measurements > action plans for RTS, Detailing in the community, > action plan to improve consistency on RTS > plan for Pharmacy Rescue | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | > Invite two way conversation TM and Leadership > will to discuss any issues freely with DM and SM > a rapport with RX TM > improve efficiencies in the Pharmacy > Pharmacy recue plan > action plan to improve RTS process | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | > improve execution on exception queues > communicate 90 measurements and how it is used | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | as stated above in previous question | 0.00/0.00 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | need to work on detailing and look a broader picture of the pharmacy and creating business | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | | encourages two way communication and invites ideas opinions | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. Strategic Leadership | | | |

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Store Walk Summary : District Manager Pharmacy FY16

02125 - Terra Dunlap,MGR

Participant : Buenos R Selor / SM / RXM
Auditor Role :
Auditor Department : District
Response Date : Tue 04/05/2016 14:00 Central Daylight Time

| Questionnaire | Tue 04/05/2016 14:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of today's visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 3 C's > 90 day adjusted > Rx Quality > Customer service scorecard | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Pharmacy manager and team has a NPS score of 83%, high engagement with patients and TM. RXM highly focus in taking care of his patients with his TM that is on same page with him. | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | |

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|--|--|--|------------------|-------------|
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>RXM and TM are engaging and are able focus on their patients, proactive counseling and RXM going out his way to show a customer an item outside the pharmacy.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Consistent</p> | <p>pharmacy is consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | <p>>Reducing Rx days of supply > how to increase script growth through approved insurances ></p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17 • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit?</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | <p>Reviewed task list of Chief Pharmacist, all have class priorities and task to be completed. Opportunities is 90 day consistently being improved. HCS giving ideas where to build scripts in the</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q18 • How is the store progressing? If not, understand why. • What are some next steps? Add necessary GROW coaching comments below</p> | | | | |

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neighborhood and the ask is the RXM and SM hit the road to promote services

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

Q19

- Agree upon next steps
- Confirm and document next touch point to discuss progress against plans.

 RXM and SM by the 15th of April to detail Wells Fargo, USPS and promote services 0.00/0.00 0.00

Add necessary GROW coaching comments below

Workforce Planning 0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?

Q20 not discussed 0.00/0.00 0.00

- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods!

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive 0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21 Pharmacy was generally neat and organized, no trip hazards, CII cabinet are secured and fridge is cno 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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|-----|--|------------|---|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | in our observance of the pharmacy consultation was proactive and sincere and helpful | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | NTT call are at 90 +% and reflex to a 83% RX NPS. | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | reviewed deletes and call list which was worked and had comments. Reviewed exceptions queues also been worked and is less than 10 days old. Reviewed WCB found 1 outdated, also reviewed outdates on diabetic test strip s all CNO. Smart counts 90+ percent. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACCOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | not discussed | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | CII secured and kept and log sheets in safe. Fridged secured and no unauthorized items | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the | | | 0.00/0.00 | 0.00 |

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4

- pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

reviewed GFD practices with filled and unfilled scripts and documentation that is used

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

the above task listed under achieving expectations is compliant

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Consistent Pharmacy is compliant 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and

STARS are reviewed and

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store

| | | | | | |
|---|--|---|---|-----------|------|
| Q26 | <p>made progress against the quality action plan?</p> <ul style="list-style-type: none"> • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <ul style="list-style-type: none"> • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | <p>secured properly sent with any incidents that occurs / consultation are proactively used with patience</p> | 0.00/0.00 | 0.00 |
| <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | | | |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | | | | |
| <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | | | | | |
| Q79 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| <p>Other Healthcare Services</p> | | | | 0.00/0.00 | 0.00 |
| <p>Other Specialty Pharmacy Services & Healthcare Clinics</p> | | | | 0.00/0.00 | 0.00 |
| <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> | | | | | |
| Q28 | <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> | | | | | |
| <p>How are team members greeting patients in HCC area and offering assistance?</p> | | | | | |
| Q27 | <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>How are team members informing customers of available clinic services at this location?</p> | | | | | |
| Q85 | <ul style="list-style-type: none"> • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | | | | | |
| Q86 | <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>How is store leadership providing operational support?</p> | | | | | |
| Q87 | <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | | | |
| <p>Business Performance and Sales</p> | | | | 0.00/0.00 | 0.00 |
| <p>Operating Statements and IMPROVE Scorecards</p> | | | | 0.00/0.00 | 0.00 |
| <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.</p> | | | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? | | | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> | | | | | |
| <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> | | | | | |

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

- 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.

| | | | |
|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q30 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

| | | | | |
|-----|---|-----|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 |
|-----|---|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|-----------------------------------|-----------|------|
| Q31 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|--------------------------------------|--|-----------|------|
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
|--------------------------------------|--|-----------|------|

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | | |
|-----|---|--------------------------------|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | Exception queue and adherence. | 0.00/0.00 | 0.00 |
|-----|---|--------------------------------|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | |
|-----|--|-----|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | N/A | 0.00/0.00 | 0.00 |
|-----|--|-----|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | | |
|-----|--|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | >tip in reducing days of supply in the pharmacy > learning how to improve script growth making decisions to detail Wells Fargo, > and YES you can use CVS Carmarck | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

> hard worker

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| | | | | |
|--|---|---|------------------|-------------|
| Q65 | List store strengths discussed with the SM/RXM | > reasonable communicator > | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | > improve 90 day > Reducing DOS in the pharmacy | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | > 90 day adjusted > rx quality > the 3 C's | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | need to strategically grow the business, review your competition to get a gauge where we are at. | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | reasonable care to understand the community where is stands | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | need to work on leading change and communicate change throught your TM and their buy in | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | takes care of the customer issues with urgency. Always find solutions to problems | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> • is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | reasonable in taking care of patients and counseling where possible | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | no discussed | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | >To decrease days of supply > Dm discussing her 90 vbpt > detailing Wells Fargo UsPs for extra business throught their plan | 0.00/0.00 | 0.00 |

| | | | | |
|-----|---|---|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | how to have weekly meetings in the pharmacy > send the HUB an idea with coupon Check redemption for RX transfer | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01403 - VI Nguyen,MGR

Participant : Buenos R Selor / SM / HCS / RXM
Auditor Role :
Auditor Department : District
Response Date : Mon 04/04/2016 08:00 Central Daylight Time

| Questionnaire | Mon 04/04/2016 08:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of Today's visit | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 3 C's April Initiative > 90 days > Pulse reviewd > NTT | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | 5mm are not alway on a regular basis, cascading of information is alway on going. | | |
| Q15 How is the store manager recognizing team members for doing their best work? | | peer recognition needs to be initiated within close quarters | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for | | |

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1

| | | | | | |
|--|--|--|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | pharmacy has been transformed in efficiencies to help workflow | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | pharmacy is improved, but more progress is needed in respect to NTT and Wait time | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | <p>>90 adjusted > NTT how to improve the process of reaching patients > How did we improve waiter % to 50.4</p> | | 0.00/0.00 | 0.00 |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | <p>>RTS process of improvement to 62% > VBPT improve to 77.2 >RX% waiters improve to 50.4</p> | | 0.00/0.00 | 0.00 |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | <p>Improve processes in NTT call to reach</p> | | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps | | | | |

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- Confirm and document next touch point to discuss progress against plans.

patients better for adherence

Add necessary GROW coaching comments below

Workforce Planning

0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Store has multiple DH to help the pharmacy at all times of the day together with leadership

0.00/0.00 0.00

Q20

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

improved efficiencies and organization of the pharmacy department

0.00/0.00 0.00

Q21

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Improved pharmacy improved

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

>Proactive face

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| | | | | |
|-----|---|--|-----------|------|
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | | | |
| Q22 | <ul style="list-style-type: none"> in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | to face with patients as observed today and observed a compliment to the RXM which a "scratchoff card" was given > NTT call need to improve, processes of calling at the right time that is convenient to the customer and not to the pharmacy | | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Review the follow: > WCBfor aged prescription > Outdate on test strips > reviewed delete list and call list > reviewed exception queue for 10 or less of review and actionable steps to find a resolution all compliant | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | N/A | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including: | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | CII cabinet is secured fridge is cno and compliant | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

Reviewed CII rejected script with forms attached and are compliant

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

pharmacy is improved in efficiencies and organization

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

Improved

improved pharmacy with HCS and i evaluating

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are

Pharmacy compliant with STARS incident when it occurs and PEER review together with TM and Pharmacist for quality

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?

Q26

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- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

consistently offered and provided to patients
 • Team members are having quality conversations some of the time

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q29 Add necessary GROW coaching comments and document the discussed items in the comments box below Consistent Pharmacy is consistent 0.00/0.00 0.00

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

Q28

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

pharmacy is HIV Coe and Compounding center 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

N/A 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

none observed 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

Q86

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

will be detailing Well Fargo, and United States Postal office 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

Q87

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- introduction of services to team members.

bathroom cro 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVe Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.

Q30

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

SM and RXm plus store leadership reviews operating statements and store metrics to see the performance of the store 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32

- Key seasonal time phase and Non-basic direct sales item sales report (BACON report)

n/a 0.00/0.00 0.00

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- Best item best store and Top 50 reports
- Department trend report and Front end sales driver

Add necessary GROW coaching comments below

| | | | | | |
|-----|--|-----|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | improvements in NTT and contineous work on detailing the community and offering services to patients | 0.00/0.00 | 0.00 |
|-----|--|-----|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|-----------------------------------|---|-----------|------|
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | SM and RXM to work logther on opportunities | 0.00/0.00 | 0.00 |
|-----|---|-----------------------------------|---|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filed and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

| | | | | | |
|-----|---|--|---------------------------------------|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | FE floor is cno and well merchandised | 0.00/0.00 | 0.00 |
|-----|---|--|---------------------------------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|-------------------------------|-----------|------|
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | FE floor is always consistant | 0.00/0.00 | 0.00 |
|-----|---|------------|-------------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

Overall Pharmacy Assessment

| | | |
|--------------------------------------|-----------|------|
| | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | | | |
|-----|--|------------------------------|---------------------------------|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | Basic tasks in the pharmacy> | > RTS > VBPT > RX% waiter | 0.00/0.00 | 0.00 |
|-----|--|------------------------------|---------------------------------|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | | |
|-----|--|---|---|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | is a strength and hopefully contineous in respect to patient care | NTT and pharmacy service to promote to patients with all TM | 0.00/0.00 | 0.00 |
|-----|--|---|---|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | | | |
|-----|--|--|---------------------------|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | > improved processes to improve NTT call to patients | > detailing the community | 0.00/0.00 | 0.00 |
|-----|--|--|---------------------------|-----------|------|

Document your conversation in the comment box below.

| | | |
|--|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
|--|-----------|------|

| | | |
|---|-----------|------|
| Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
|---|-----------|------|

> well liked by his patients

Confidential

| | | | | |
|--|---|--|--|------|
| Q65 | List store strengths discussed with the SM/RXM | > is open to ideas and opinions by leadership NTT call RXM managerial accountability RXM functionality within the pharmacy and TM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | NTT call and Managerial functionality within his pharmacy | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | need to look at broad spectrum of looking for business and sustaining it (retention) | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | more open to here opinions and ideas from all TM | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | try to embrace changes within the pharmacy and to accept to communicate to staff members | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | addresses issues and finds solutions | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | time management is an work in progress, working on improving knowledge in Frontier and and Compounding skills | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | not addressed | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| | | | > seeing us > coming together as a team | |

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| | | | | |
|-----|---|---|-----------|------|
| Q89 | List the key benefits from the perspective of the manager | <ul style="list-style-type: none"> > DM acknowledging Ben for the help in the pharmacy > listening to Jimmy > waiter % up to 50.4 | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | <ul style="list-style-type: none"> none > order white bins for pharmacy > shedule Jimmy for compounding training | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <ul style="list-style-type: none"> > detail Wells Fargo and USPS > have a plan to improve NTT call process | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13668 - Russell Kubota,MGR

Participant : Ronda J Lowe, Kevin, Janet
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Sat 04/09/2016 23:30 Central Daylight Time

| Questionnaire | Sat 04/09/2016 23:30 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Rx Initiatives: 3 C's, Connect and Protect Valeant MGR role in the Rx to support RxM | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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1

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

CNO: work in progress, much improved 0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Improved

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face

Q22

0.00/0.00 0.00

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2

- consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

| | | | |
|-----|--|-----------|------|
| Q23 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

| | | | |
|-----|--|-----------|------|
| Q24 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- C-II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

| | | | |
|-----|--|-----------|------|
| Q84 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

| | | | |
|-----|--|-----------|------|
| Q25 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?

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3

| | | | |
|-----|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

| | | | | |
|-----|--|---|-----------|------|
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | <p>Move Finished Rxs off the floor and onto the shelf</p> <p>Move garbage cans off the floor and into the shelf</p> <p>Find a solution for the Rxs after verification</p> | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

| | | | | | |
|-----|---|--|--|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | <p>Keep just one running log for HIPAA</p> <p>Must file all HIPAA logs, very important to file</p> | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

| | | | | |
|--|--|-----------------------------------|------------------|-------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments | | 0.00/0.00 | 0.00 |

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| | box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |

continue to organize Rx continue to work with RxM and assist RxM in seeing how the MGR can support the Rx

| | | |
|--|---|---|
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership 0.00/0.00 0.00 | | |
| 1:1 Meetings 0.00/0.00 0.00 | | |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Utilize the expertise of St MGR to assist in Rx projects Collaborate with MGR 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps 0.00/0.00 0.00 | | |
| Benefits, Concerns and next Steps. 0.00/0.00 0.00 | | |
| Q89 | List the key benefits from the perspective of the manager | Explain to RxM the importance of MGR/RxM collaboration 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | CNO or Rx department, not up to standards Outreach to TMs to educate them of our 3 C's and Connect and protect goals of immunizations 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Reset the Fast Rack File and organize HIPAA logs (have just one log in use at a time) 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

07044 - Melissa May,MGR

Participant : Ibrahim K Bilal, Jonathan, Yvette
Auditor Role :
Auditor Department : District
Response Date : Tue 04/26/2016 10:00 Central Daylight Time

| Questionnaire | Tue 04/26/2016 10:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Go over pulse pharmacy measures Talk to the RPH who owns the measures on H2 prep for the pulse 90 days 3 C's NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Pharmacy team is very engaged. Rph Jenny and Yvette are working together on driving the behavior in the pharmacy. NPS is a topic that were discussed | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | Frontier Wave 3 helped the team to change h2 communicate | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Clarity on store Pulse and goals | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | The store and pharmacy are progressing. Went over the scorecards and the store performing on all metrics. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| 90 days week over week moving forward | | | | | |

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| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | The next step for the store manager | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | comeout on an action plan on H2 sustain and keep growing 90 days by FY16 | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | Questions regarding workforce planning may include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/anyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | | |
| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | -following pharmacy sops for in-window, out-window, and fill stations -need to work on NTT: NTT is below target of 80%, only at 47.6% YTD and 33.3% MTD -RTS is above company goal of 45%; continue to drive it higher | | |
| Q22 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | | 0.00/0.00 | 0.00 |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? | -rx is following proper inventory control procedures | 0.00/0.00 | 0.00 |

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- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

- | | | | | |
|-----|--|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | <ul style="list-style-type: none"> -rx utilizing amber vials first -rx staff is following SDL procedures -chargebacks being worked on | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

- | | | | | |
|-----|---|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | <ul style="list-style-type: none"> -all security procedures named above are followed | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00

Potential questions include, but are not limited to:

- | | | | | |
|-----|---|--|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- | | | | | |
|-----|---|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | <ul style="list-style-type: none"> -rx is following good faith dispensing | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and

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| | | | |
|--|---|------------|----------------|
| | <p>clear path to all fire exits</p> <ul style="list-style-type: none"> No additional stock bottles in the fill area No product in prohibited areas Refrigerator is free of unauthorized product (food/drink) and is clean Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 0.00 |
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
| | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| Q79 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 0.00 |
| Other Healthcare Services | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional | 0.00/0.00 | 0.00 |

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- signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

| | | | |
|-----|---|-----------|------|
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

| | | | |
|-----|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

| | | | |
|-----|---|-----------|------|
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

How is store leadership providing operational support?

| | | | |
|-----|--|-----------|------|
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|---------------------------------------|--|-----------|------|
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
|---------------------------------------|--|-----------|------|

| | | | |
|--|--|-----------|------|
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
|--|--|-----------|------|

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

| | | | |
|-----|--|-----------|------|
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

-SM supports pharmacy by having designated hitters.

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

| | | | |
|-----|--|-----------|------|
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

(3) Achieving Expectations

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| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <ul style="list-style-type: none"> 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. | 0.00/0.00 | 0.00 |
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| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | -opportunity for NTT reached: below company goal of 80% -generic efficiency is 100% -pharmacy is following workflow | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | -will drive connect and protect -will work on NTT -clarity on pulse preparation | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | -nps and fe sales are green on the scorecard -rxm is very energetic and engaged with Frontier | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | -NTT is below company goal -90 days is below target and in red --keep driving the pulse and | 0.00/0.00 | 0.00 |

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|--|---|--|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | Frontier behavior -need to work on NTT -need to continue to drive 90 days | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | -talked to rxm and rph together; normally, it is only one or the other -how to prepare for the pulse | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | -Continue to drive 90 days -Continue to upscale ASM to hold the pulse -Work on bringing up NTT to at least 80% | 0.00/0.00 | 0.00 |

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-Find out how to
get cabinet for
their files (Abe)

Confidential

9

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WAGCASF00611284

WAG-MDL-03102.00857

Store Walk Summary : District Manager Pharmacy FY16

03358 - Cynthia Dimapasoc,MGR

Participant : Buenos R Selor / SM / RPH
Auditor Role :
Auditor Department : District
Response Date : Tue 04/26/2016 08:00 Central Daylight Time

| Questionnaire | Tue 04/26/2016 08:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives of today's visit: | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | > 90 day > NPS > Pulse upscaling - NEXT STEP > 3 C's | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | talked with RPH on engagement with TM in pharmacy, Recognition is frequent with SM and RXM in complimenting TM 's in Pharmacy. Topics communicated to RX TM is: | | |
| Q15 | | > 90 day > ECC > Immunization | 0.00/0.00 | 0.00 |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q76 | Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | > upscaling the RPH on Frontier > going over 90 execution report and background on the report > congratulations on RX NPS > going over 3C's | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | Previous next steps: | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | > NTT improvement - ACCOMPLISHED > VBPT IMPROVEMENT - ACCOMPLISHED | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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| Q19 | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | <p>> Upscale RPH on Frontier > reviewed RX quality with SM and RPH need one of the technicians to do simulators instruction to reduce error percentage on siq. and DRE's</p> | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>Store has one excellent DH on staff and woking on TM to be upscales in the pharmacy with flexibility and support to the pharmacy department/</p> | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

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|--|---|--|-----------|------|
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | <p>reasonable, needs facing on the fast track on a daily basis</p> | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |

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|-----|--|--------------|--|------------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below Pharmacy Operations- Execution and Efficiency | Consistent | overall reasonably neat need consistency on neatness | 0.00/0.00 0.00 |
| | | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | Reviewed customer scorecard with RPH and SM NTT call as 70+ our goal is 80%. Face to face consultations excellent and pleasant. | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | Customer scorecard with RTS is above 45% goal at 60% . Reviewed Queues with RPH and all compliant and within 10 day range of working / addressing them as needed | 0.00/0.00 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | Reviewed the call and delete list all is compliant, queues are worked daily, track order changes at <3% . Reviewed WCB and outdates on diabetic test strips. all compliant | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | not reviewed | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | CII and fridg are compliant and cno | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? | | | |

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| Q25 | <ul style="list-style-type: none"> Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Reviewed GFD with RPH and reviewed binder of non approved CII drugs also reviewed verified and sold CII drugs and forms needed to be attached to hard scripts | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

(3) Achieving Expectations

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|-----|---|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently overall pretty orgnized need to face daily on fast track and alpha sections. CII and frdge is cno | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|--|-----------------------------------|--|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | an opportunity to improve facing in the pharmacy | 0.00/0.00 | 0.00 |
|-----|--|-----------------------------------|--|-----------|------|

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS

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| | | | | | |
|-----|--|-------------------|--------------------------|-----------|--|
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | | | cases are complete |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | | | <ul style="list-style-type: none"> Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | all the above deemed achieving expectations as scored |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | | this location is no COE, but pharmacist are HIV trained and provide immunizations |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | n/A | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | non observed | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | none | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | bathrooms are cno | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and | | SM and RXM do weekly and | | |

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|--------------------------------------|---|-----------------------------------|--|--|-----------|------|
| | SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | monthly conversations about their pharmacy and store. Going over operating statements and performance metrics | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | n/a | | 0.00/0.00 | 0.00 | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | down -5% store has an opportunity to improve instock condition and merchandising the right item to the community which she serves | 0.00/0.00 | 0.00 | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | work on basics Nps is there and reviewed the right promotional merchandise on endsands and table and sidepanels | 0.00/0.00 | 0.00 | |
| (3) Achieving Expectations | | | | | | |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | store is mechandise well, but keep a close eye on what is moving, use the customer plan as much as possible . | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | | focus on sales as an opportunity to improve sales, utalize employees in the front lines to give some insight on what people want | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 | |
| Q62 | <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | queues compliance is good an generic efficiency is also 100% complaint | 0.00/0.00 | 0.00 | |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | Adherence is an opportunity to improve. store has improve over the last 30 days from 58% to 76% . Promoting 90 day is a | 0.00/0.00 | 0.00 | |

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| | Document your conversation in the comment box below. | consistent challenge to improve script growth with RX TM at all times | | |
| | Ask the store manager to discuss key takeaways from the DM visit | >improving 90 day and communicating best practices. | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | > putting the TM first and recognizing of others from Leadership | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | | RPH strenghts: | | |
| | | > well engaged | | |
| | | > good communicator | | |
| Q65 | List store strengths discussed with the SM/RXM | > proactive in taking care of patients | 0.00/0.00 | 0.00 |
| | | > recognizing RX TM gor doing a good job | | |
| Q66 | List store opportunities discussed with the SM/RXM | > improving 90 days | 0.00/0.00 | 0.00 |
| | | > | | |
| Q67 | List key focus areas discussed with the SM/RXM | > improving 90 day and have best practices to execute plan to move the needle to targeting goal | 0.00/0.00 | 0.00 |
| | | | | |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | focus on patient care, follows corporate plan to improve script growth through 90 days | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | invites two way communication and great engagement in the Pharmacy | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | accepts change and accepts being the champion of change to others | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | takes of of all customer issues with solutions | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counselis Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | great face to face interaction with patients and maintains pharmacy expertise in giving assessments to patients. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |

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|--|---|--|-----------|------|
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | no low performers in the pharmacy, high performers are pHTY July | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > careness of TM first and how they are doing > recognition for a good job > upscaling for RPH on Frontier | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | none | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | > SM upscaling Allision on Frontier > Text messaging to patients to sent up to Retail Hub. > upscaling Eugenia in DE on pharmacy script throught RX quality simulators > SM and RXM working together on VBPT to 80% goal currently at 75% | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

13666 - Alfred Morales,MGR

Participant : Buenos R Selor / SM / RXM
Auditor Role :
Auditor Department : District
Response Date : Tue 04/26/2016 13:00 Central Daylight Time

| Questionnaire | Tue 04/26/2016 13:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objectives todays visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 3 C's > Frontier > 90 day > NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | RXM communicates cascaded information to his TM via Compass, or SM feedback. Recognition is practice within his department. TM have great engagement with RXM and Store Leadership | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers | | |

Confidential

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|-----------------------------------|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Pharmacy Staff Members are proactive and well engaged with their patients. Technician smiling and greeting customer/patients as they come to the window | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | today: | <p>> go over Frontier as it applies to RXM > go over the 3 C's > Celebrate the NPS as a District > 90 day adjusted with SM and RXM</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? <p>Add necessary GROW coaching comments below</p> | <p>Improving NPS in the FE Process of 90 day Improve Efficiencies in fast track in the pharmacy >action plan with TM in roll playing</p> | | 0.00/0.00 | 0.00 |

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| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | for consistency of customer care. > All TM in pharmacy promoting 90 day and reviewing the 90 patient indicator report, and efficiency report. > print of calibrate 200 parameter of the best medications being filled | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| | Workforce Planning | | 0.00/0.00 | 0.00 |
| | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | not discussed | 0.00/0.00 | 0.00 |
| | Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| | Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

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|-----|---|-------------------------|-----------|------|
| | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> in what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? in what ways is the pharmacy CNO? is the pharmacy waiting area neat and clean? is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | pharmacy reasonably cno | 0.00/0.00 | 0.00 |

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| | area is CNO | | | |
|---|--|--|--|----------------|
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent, still needs attention to detail in neatness | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operations- Execution and Efficiency | | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | Reviewed customer scorecards checked on metrics on NTT call and observed Face to Face interaction on consultations. RTS is also above target of 45% with a 70% efficiency. Pharmacy staff is working their exception queue as reviewed by RXM and MYself | 0.00/0.00 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | RXM and myself reviewed th delete list and call list which is worked daily, smart counts are done daily. Reviewed with Pharmacy Manager the outdate of diabetic test strips and review WCB for aged prescription | 0.00/0.00 0.00 | |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | | 0.00/0.00 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | no discussed | 0.00/0.00 0.00 | |
| Add necessary GROW coaching comments below | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | Cii and fridge was reviewed and checked by RXM and Myself and all is compliant | 0.00/0.00 0.00 | |
| Add necessary GROW coaching comments below | | | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | | 0.00/0.00 0.00 |
| Potential questions include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? | | | | |

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| Q25 | <ul style="list-style-type: none"> Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q32 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Review GFD practices and procedure. Reviewed filled prescriptions and rejected file folder with copies and id's together with form letter

(3) Achieving Expectations

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|-----|---|---------------|-----------|------|
| Q33 | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | all compliant | 0.00/0.00 | 0.00 |
|-----|---|---------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|-----------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is compliant | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
|------------------|--|--|-----------|------|
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
|------------------|--|--|-----------|------|

(3) Achieving Expectations

- All STARS

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| | | | | | |
|-----|--|------------|---|-----------|---|
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | cases are complete |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | | | Peer reviews are completed |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | | all compliant | 0.00/0.00 | DPI records are put away and secured properly |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | Consultations are consistently offered and provided to patients |
| | | | | | Team members are having quality conversations some of the time |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is compliant | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | Store is HIV COE and compliant. Both Pharmacist are trained | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| Q27 | How are team members greeting patients in HCC area and offering assistance? | n/a | | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | | |
| | Add necessary GROW coaching comments below | | | | |
| Q85 | How are team members informing customers of available clinic services at this location? | | observed prescription pickup and checking customers at POS, no aisle interaction. | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | | |
| | Add necessary GROW coaching comments below | | | | |
| Q86 | In what ways is store leadership engaging and communicating daily with the health care provider? | | Yes, On Lok senior facility is available for Flu shots and other services which store manager and RXM have reached out to | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | | |
| | Add necessary GROW coaching comments below | | | | |
| Q87 | How is store leadership providing operational support? | | bathrooms are clean | 0.00/0.00 | 0.00 |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | | | |
| | Add necessary GROW coaching comments below | | | | |
| | Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |

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| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | SM and RXM consistently review operating statement and store metrics to view performance | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | n/a | 0.00/0.00 | 0.00 | |
| | | (3) Achieving Expectations | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | achieving expectations in all services mentioned plus medisets as a service | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | An opportunity that is ongoing and to improve as much as thinking out of the box to bring customers into the store and into our pharmacy. Detailing is another facet of the RXM and SM to bring in business in | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | figure out ways to improve services to bring customers in and to have the right merchandise to fit the community | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | Exception Queue and adherence and NPS is there strength | | 0.00/0.00 | 0.00 |
| Q63 | Document your conversation in the comment box below. Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | FE sales and 90 day adjusted is still above target YTD, one bad month | | 0.00/0.00 | 0.00 |

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| | Ask the store manager to discuss key takeaways from the DM visit | Pharmacy being upscaled with more information with frontier, to improve efficiencies on fast track, review customer score card and RX working queues and how to maintain them | 0.00/0.00 | 0.00 |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > good communicator > good engagement with TM > positive with Store Leaders > | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | > to improve 90 day adjusted | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 90 day script growth | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | holds herself accountable, needs to use financial reports to leverage out opportunities within her operations. | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | > invites two way communications > invites opinions and ideas within her operations | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | embraces challenges and opportunities to improve and is open to new ideas | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | takes care of customers and issues that might arise and finds solutions to them | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | >counsels proactively > maintains expertise and learnings consistently > empowers his TM to apply themselves | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? | no top talent nor low performers | 0.00/0.00 | 0.00 |

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- Discuss career aspirations and how SM and DM can help in achieving those goals.
- Discuss how the SM is recognizing Pharmacy team members
- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

Add necessary GROW coaching comments below

| | | | |
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| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | > learning about frontier a little more and how affects RXMs > increase fast track efficiencies | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | > IWIK more about the status of our medisets > how to communicate with difficult customers | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | > how to be a part of the frontier PSTB > | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

15127 - Dat Le,MGR

Participant : Buenos R Selor / SM / RPH
Auditor Role :
Auditor Department : District
Response Date : Wed 04/27/2016 00:00 Central Daylight Time

| Questionnaire | Wed 04/27/2016 00:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective for todays visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 3 C's > 90 day > Frontier > NPS > Customer Scorecard | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | new RXM usually facilitates 5mm in the pharmacy, topics of discussion: > compass messages > Area Downward flow of communication from DM | | |
| Q15 | | <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | > ECC - receipts surveys > Pharmacy operations | | |
| Add necessary GROW coaching comments below | | Recognition is proactive by the SM and RXM to each other, no Techicians except one day | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>n for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | in my visit today, pharmacist performed face to faced meeting with patients and answer questions as needed | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| | District Update | | | 0.00/0.00 | 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>today visit is to :</p> <ul style="list-style-type: none"> > to be part of a practice OSA PSTB > having two FL accompany me to assess his actions today > speak to RPH (no RXM) regarding Frontier, Customer scorecard, RX metrics > Learn about Bonnie VU > Reviewed RX Metric all above goal and required | | 0.00/0.00 | 0.00 |
| | Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |

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| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | company measures | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | > Review with RXM Frontier (not able to discuss) > Review PSTB practice and reviewing facilitation skills for OSA Frontier The Month of March NPS score in Pharmacy was not scored because of no surveys, the Next Step is to promote surveys in the store FE and RX. The plan is to ask every customer to take the survey | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | 0.00/0.00 | 0.00 |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | no workforce issues need help during tourist season | 0.00/0.00 | 0.00 |
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | (4) The Pharmacy is very neat and organized and well in stock | 0.00/0.00 | 0.00 |
| Q77 | <p>Add necessary GROW coaching comments below</p> | Consistent Pharmacy is consistent | 0.00/0.00 | 0.00 |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | Reviewed with RPH on customer scorecard and most metrics are at or pass goal. Observed proactive face to face consultations and reviewed exception queues and are compliant with less 10 day follow | 0.00/0.00 | 0.00 |

| | | | | |
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| | In what ways is the pharmacy following proper inventory control procedures, including: | | through | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? is the store pharmacy's track order changes less than or equal to 3% in the most recent period? is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) | | RPH and I reviewed work queues and call/delete list all are compliant, calls are done at night or overlap by the two pharmacist. | |
| Q23 | <ul style="list-style-type: none"> Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | AS400 claims and returns are compliant and done on a monthly basis. Reviewed WCB and CII and outdates for compliance | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? | | | |
| Q24 | <ul style="list-style-type: none"> Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | not reviewed | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | CII cabinet and fridge is cno and compliant | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. | | | |
| Q25 | <ul style="list-style-type: none"> Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s | | Reviewed GFD practice and process with RPH both | |

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| Q92 | <p>according to state and federal regulations?</p> <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | accepted CII and rejected CII, also viewed the forms that are attached to the scripts all compliant | 0.00/0.00 | 0.00 | | | |
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | (4) | Pharmacy is compliant with all task listed, very well organized and in stock | 0.00/0.00 | 0.00 | | |
| Q98 | <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 | | |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 | | |
| <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | (3) Achieving Expectations | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | All the above designations listed with achieving expectations is graded with a "3" | 0.00/0.00 | 0.00 |
| Q26 | <p>Other Healthcare Services</p> <p>Other Specialty Pharmacy Services & Healthcare Clinics</p> <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 | | |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 | | |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 | | |
| Q28 | <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | N/A | Store is w Wellness store. Store needs help to reconfigure workflow with scanner and scales for Station #1 | 0.00/0.00 | 0.00 | | |
| Q27 | <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 | | |

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|---|---|-----------|------|
| Q85 | <ul style="list-style-type: none"> • <p>none observed</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> <ul style="list-style-type: none"> • Any referrals from store/pharmacy team members • Clinic staff are included in regular updates and meetings, as appropriate | | | |
| Q86 | <ul style="list-style-type: none"> • Manager is using customers and team members' feedback about clinic to address concerns • What are the current business results and goals? <p>none at this time</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> <ul style="list-style-type: none"> • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. • Cash pick up process in place. | | | |
| Q87 | <ul style="list-style-type: none"> • Service and equipment issues are handled promptly. • Recognized marketing campaigns are fully executed. • Introduction of services to team members. <p>Bathrooms are cno</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | |
| <p>Business Performance and Sales</p> | | 0.00/0.00 | 0.00 |
| <p>Operating Statements and IMPROVe Scorecards</p> | | 0.00/0.00 | 0.00 |
| <p>Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards.</p> | | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? <p>SM and RXM on a weekly and Monthly basis to go over financials and performance metrics in the pharmacy and review performance</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver <p>N/A</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments below</p> | | | |
| <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • 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. | | | |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Pharmacy is performing well in RTS and NTT call for patient care. Need to work on detailing and promoting services on a consistate basis</p> | 0.00/0.00 | 0.00 |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | | |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Remains a development opportunity</p> <p>Detailing and promoting RX services is the next phase for this pharmacy to improve.</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>(2)</p> <p>an opportunity to improve but closed to improve a become or reach his YTD targets.</p> | 0.00/0.00 | 0.00 |
| <p>Over the course of the last several visits, how has the rating changed?</p> | | | |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Remains a development opportunity</p> <p>Working on FE sales is ongoing, Finding ways to improve sales and bring customers in</p> | 0.00/0.00 | 0.00 |
| <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | | | |
| <p>Overall Pharmacy Assessment</p> | | 0.00/0.00 | 0.00 |

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|---|---|-----------|---|
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | All points above is compliant (ie) quality, excepton Queue Management issues and adherence, workflow and pharmacy condition |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | need to work on detailing the community to promote walgreens services |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | beable to show RPH some new reports and able to meet and talk to their market pharmacist. |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | | | New RXM and learning |
| | | | N/A |
| | | | YTD all Walgreens with exception of FE sales is Green |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events, leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | N/A did not discuss (RXM off) |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | From the RPH RXm is : > well engaged > talks well with the patients > invite ideas and opinions |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | N/A - need to speak and gauge her thoughts and ideas |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | as indicated on NPS for RX, pharmacy is well balanced with any issues and having solutions as necessary |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counselis Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | | | Pharmacy counsel patientis effectively as observed today |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |

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| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? | | |
| Q75 | <ul style="list-style-type: none"> • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | not Discussed | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > going over Customer Scorecard > Team engagement and acknowledging with Store Leaders | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | > not meeting Bonnie Vu yet > will visit to meet Bonnie Vu > able to capture thoughts and ideas from New RXM | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | > to speak to Bonnie about Frontier > to talk and assess the SM support and learning in the pharmacy. | 0.00/0.00 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

06625 - Quyen Trinh,MGR

Participant : Buenos R Selor ? SM / RXM / ASM
Auditor Role :
Auditor Department : District
Response Date : Thu 04/28/2016 09:00 Central Daylight Time

| Questionnaire | Thu 04/28/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of today's visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > 3 C's > Frontier > NPS > 90 day review | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | RXM facilities 5 mm on a daily basis: topics discussed > compass messages | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | > DM downward flow | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | > Red nose > ECC > Receipt surveys | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers | | |

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|--|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | <p>>Proactive in consultations or face to face interaction;\n> Improvement in NPs Scores for monthe of March</p> | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Improved | Improved NPS for the month of March and within striking distense of making year to goal targets | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>> Improving FE and RX NPS score and action plan being implements</p> <p>> Going over Frontier and the Puise and the efficiencies with SM and ASM</p> <p>> IMproving receipt surveys in pharmacy</p> | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. | <p>improvement in RX NPS score</p> <p>improvement in Pharmacy Metrics.</p> <p>Areas of improvement is receipt surveys in</p> | | 0.00/0.00 | 0.00 |

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- What are some next steps?

Add necessary GROW coaching comments below

the pharmacy to ask every patient to take the survey and assess our service with a "9"

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

5mm to discuss asking all patients to do the receipt surveys and accumulated enough to reach our goal of 15

| | | | | |
|-----|---|--|-----------|------|
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

Workforce Planning

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Not Discussed

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Q20

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Pharmacy is reasonably neat counter did not have any unattended stock bottle.. Fridge is CNO

Q21

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

- Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent pharmacy is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22 • in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
 • in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days
 Reviewed customer scorecard with SM was not able to review with RPH. All metrics were above company standards which i mentioned increased NPS score this past month...nice job!
 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23 • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 • Has the Rx Smart Count been completed for each of the last seven days?
 • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 • Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 • Is the store completing bin reconciliation? (expectation is one per week)
 • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?
 REviewed work queues all complaint and worked within the 10 day grace period.
 Reviewed with SM outdates and WCB for aged scripts all compliant.
 Reviewed amber viles with SM and RPH for placement all are complaint and properly faced
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24 • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
 • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
 • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
 • Is the store utilizing amber vials before using stock bottles when filling prescriptions?
 • Are Rx refunds and 3rd party charge backs properly reviewed and handled?
 • Is Rx hazardous waste being properly handled?
 • Are the correct procedures being followed for SDLs?
 Not discussed 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84 • C-II Cabinet locked and the key controlled by a pharmacist.
 • CII drugs being promptly returned to cabinet after prescription filled.
 • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
 • Door combination different than other doors in the store.
 • No food or drink in the pharmacy refrigerator.
 • No jackets, purses or backpacks etc.
 CII cabinet and Fridge is cno and compliant
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and

| | | | |
|-----|--|-----------|------|
| Q25 | <p>date is written in the "Date Shipped" column for each NDC being shipped.</p> <ul style="list-style-type: none"> • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|--|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | <p>Review GFD with RPH and the process of accepted and rejected scripts.</p> | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | | |
|-----|--|-----------------------|-----------|------|
| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | all complaint and cno | 0.00/0.00 | 0.00 |
|-----|--|-----------------------|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|--|------------|-------------------------------|-----------|------|
| Q78 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-------------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews

| | | | | | |
|-----|--|---|-------------------------------------|-----------|------|
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? | | | | |
| Q26 | <ul style="list-style-type: none"> Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | are completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | all compliant | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | | Consistent Pharmacy is compliant | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | pharmacy is not a COE center, but pharmacist at this location are HIV trained. And perform immunizations | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | N/A | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | | none in inline assistance. Observed | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | Observed prescription pick ups at the pharmacy with consultation in progress | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | none | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | no | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | SM and RXM do regular weekly | | | |

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|--|---|---|------------------|-------------|
| <p>Q30</p> <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | <p>and month reviews on operating statements and reviewing performance metrics</p> | <p>0.00/0.00</p> | <p>0.00</p> | |
| <p>Q32</p> <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | <p>N/A</p> | <p>0.00/0.00</p> | <p>0.00</p> | |
| <p>(3) Achieving Expectations</p> | | | | |
| <p>Q33</p> <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <ul style="list-style-type: none"> 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. <p>ongoing process to improve script growth on 90 day and sustaining patients by service presented to them to improve customer care</p> | <p>0.00/0.00</p> | <p>0.00</p> | |
| <p>Q34</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <p>Remains a development opportunity</p> | <p>ongoing opportunity to improve</p> | <p>0.00/0.00</p> | |
| <p>Q34</p> <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>(2)</p> | <p>an opportunity to improve and reviewing merchandise to match the community needs and variety we strive for to be different</p> | <p>0.00/0.00</p> | |
| <p>Q31</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | <p>Remains a development opportunity</p> | <p>opportunity to improve</p> | <p>0.00/0.00</p> | |
| <p>Overall Pharmacy Assessment</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Pharmacy strengths and opportunities</p> | | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q62</p> <p>Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | <p>> exception queues and deletes/call list are well worked and complaint</p> <p>>pharmacy condition is reasonably neat and workflow is efficient</p> <p>>NTT call are above company goals a 85%+</p> | <p>0.00/0.00</p> | <p>0.00</p> | |
| <p>Q63</p> <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | <p>Need to deal community to infuse business into the pharmacy</p> <p>Frontier and spreading the</p> | <p>0.00/0.00</p> | <p>0.00</p> | |

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|--|---|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | message of the pulse for sustainability | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | <ul style="list-style-type: none"> > good communicator > has good engagement with TM > open to new ideas and opinions >Detail businesses in the community | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | <ul style="list-style-type: none"> >improve NPS in FE and RX, still in striking distance in making YTD >NPS focus with TM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | <ul style="list-style-type: none"> >Frontier pulse and how it is process >Detailing community | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | <ul style="list-style-type: none"> >open minded in developing business within the community > willing to take changes to seek benefits for her operations > willing to hold herself responsible for being a risk taker | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | <ul style="list-style-type: none"> > invites two way communication > willing to hear ideas and opinions > willing to take the time with her TM | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | <ul style="list-style-type: none"> > embraces change and can communicate change to make sure everybody is on the same page | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | can take care of customer services issues and find solutions | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> • is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | manages time and expertise in pharmacy operations and can counsel patients when needed | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| <ul style="list-style-type: none"> • How are you identifying your top talent? | | | | |

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| | | | | |
|--|---|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • in what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | not discussed | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | > able to process abetter to do t he pulse > Dm recognizes wins in customer score card > 3 C's excellent explanation of | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | > detailing the community to increase business > Facilitating and process the pulse to TM | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | > game plan to increase Receipt surveys > gamee plan to improve consistently on NPS | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

01297 - Ana Carias,MGR

Participant : Ronda J Lowe, Luong
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 05/03/2016 08:00 Central Daylight Time

| Questionnaire | Tue 05/03/2016 08:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Immunization Selection Tool Flu Return Freezer/Refrig Log LTR/RST/NTT Medicare B Connect/Protect 52 goal Target: CVS PPLs Generic Crestor | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | (4) | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q76 Add necessary GROW coaching comments below | | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | Advice from Andy Flo to experience a walk for her leap project Flo: experience what is involved in a walk | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | Rx growth | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 <ul style="list-style-type: none"> Agree upon next steps | | | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

Add necessary GROW coaching comments below

| | | |
|--------------------|-----------|------|
| Workforce Planning | 0.00/0.00 | 0.00 |
|--------------------|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Full time tech leaving for medical leave
Hired new tech, will need to get new tech up to full time in June

| | | |
|-----|-----------|------|
| Q20 | 0.00/0.00 | 0.00 |
|-----|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | |
|--------------------------------|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
|--------------------------------|-----------|------|

| | | |
|---|-----------|------|
| Pharmacy Department CNO- Experience, Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

(4)

| | | |
|-----|-----------|------|
| Q21 | 0.00/0.00 | 0.00 |
|-----|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | |
|-----|-----------|------|
| Q77 | 0.00/0.00 | 0.00 |
|-----|-----------|------|

Consistent

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

| | | |
|-----|-----------|------|
| Q22 | 0.00/0.00 | 0.00 |
|-----|-----------|------|

In what ways is the pharmacy following proper inventory control procedures, including:

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

NTT, LTR, RTS calls

| | | |
|-----|-----------|------|
| Q23 | 0.00/0.00 | 0.00 |
|-----|-----------|------|

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include,

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2

but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

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|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

(3) Achieving Expectations

- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited

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|--|---|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>areas</p> <ul style="list-style-type: none"> • Refrigerator is free of unauthorized product (food/drink) and is clean • Some inventory procedures are being followed • Deletes are being done, but not daily • Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 |
| Q78 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>(3) Achieving Expectations</p> <ul style="list-style-type: none"> • All STARS cases are complete • Peer reviews are completed • DPI records are put away and secured properly • Consultations are consistently offered and provided to patients • Team members are having quality conversations some of the time | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) • Is the store equipped with the proper products and equipment? If not, what have you done to address this? • What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> • Kiosk (Registration, check-in, look up wait times, scheduling appointment) | | 0.00/0.00 | 0.00 |

Confidential

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| Q27 | <ul style="list-style-type: none"> Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> <p>How are team members informing customers of available clinic services at this location?</p> | 0.00/0.00 | 0.00 |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> <p>In what ways is store leadership engaging and communicating daily with the health care provider?</p> | 0.00/0.00 | 0.00 |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? <p>Add necessary GROW coaching comments below</p> <p>How is store leadership providing operational support?</p> | 0.00/0.00 | 0.00 |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Business Performance and Sales | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | |
| Q33 | <ul style="list-style-type: none"> 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. <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
| Q80 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 |
| (3) Achieving Expectations | | | |
| <ul style="list-style-type: none"> Store | | | |

| | | | | |
|-----|---|---|-----------|------|
| | | merchandise for customer | | |
| | | • Store merchandise per Customer Plan | | |
| | | • Promolocations filled and signed | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | • Acceptable basic department outs | 0.00/0.00 | 0.00 |
| | | • Promoting pharmacy services | | |
| | | • Completing outbound calls (adherence, RTS etc.) | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specially at retail, Immunization, Healthcare Clinics | Med B audit Licenses and expiration dates on test strips; need to pull outdated every month | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | | | |
| Q64 | <ul style="list-style-type: none"> (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | RPH team | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Tech retention | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Rx script growth/ NPS | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| | <ul style="list-style-type: none"> 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 |
| Q70 | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |

| | | |
|---|---|----------------|
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counsel Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| 1:1 Meetings | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 0.00 |
| <p>Flu, SFL to attend first Rx walk/visit Great suggestions Expired test strips P-Rated, caps on warfarin bottles or in a plastic bag IWIK Phometer: is it due to the tech sick call today? How is is normally? Engagement of RPHs NPS, Overall and Rx Zostavac OOS Sherri to review workflow for efficiencies Luong to reevaluate Adult Day Care audits within the next 3 months 8/16 Sherri to review performance with floater RPH Luong to review SOP on store-net for Rx filling Andy to ask Joy for start date on Mission Bay weekends Sherri to pull out dates on strips by</p> | | |

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EOD
Luong to
complete
compounding
checklist by EOD
Luong to
communicate "I
recommend" to
RPH for
immunizations
Luong to look at
Cardinal or SC
for Zostavax oos
Sherrin to add Rx
sold and Rx
Waiters to Pulse
measure

Store Walk Summary : District Manager Pharmacy FY16

06557 - Janet Shaw,MGR

Participant : Ronda J Lowe, Ryan, Ana
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 05/03/2016 12:00 Central Daylight Time

| Questionnaire | Tue 05/03/2016 12:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | St Mary's Well Transitions Immunization Selection Tool Flu Return Freezer/Refrig Log LTR/RST/NTT Medicare B Connect/Protect 52 goal Target: CVS PPLs Generic Crestor | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to | | |

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|--|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | Status of Well Transitions and Bedside Delivery | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | keep on top of driving Rx script growth through LTR, NTT, RTS | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |

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Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

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| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--------------------|--|-----------|------|
| Workforce Planning | | 0.00/0.00 | 0.00 |
|--------------------|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Tech going out on leave in October
Reviewing BSD and EAV hours

| | | | |
|-----|--|-----------|------|
| Q20 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--------------------------------|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
|--------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

| | | | |
|-----|--|-----------|------|
| Q21 | | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Consistent

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| Add necessary GROW coaching comments below | | |
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | |
| Q22 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | |
| In what ways is the pharmacy following proper inventory control procedures, including: | | |
| Q23 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | |
| Add necessary GROW coaching comments below | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACCOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | |
| Add necessary GROW coaching comments below | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | |
| Add necessary GROW coaching comments below | | |
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| Potential questions include, but are not limited to: | | |
| Q25 | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |
| Add necessary GROW coaching comments below | | |
| Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |

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Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
 - Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
 - Do all pharmacists have access to the state's PDMP website?
 - Are all pharmacists signing the Rx Activity log books or Transaction Journals?
 - Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- Q92
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
 - Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
 - Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
 - Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
 - Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?
- 0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
 - Some inventory procedures are being followed
 - Deletes are being done, but not daily
 - Bin reconciliation is completed, but not consistently
- Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.
- 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

- Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
- Consistent 0.00/0.00 0.00
- Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
 - Peer reviews are completed
 - DPI records are pulled away and secured properly
 - Consultations are consistently offered and provided to
- Potential questions / areas of focus to assess pharmacy quality include, but not limited to:
- Is the staff regularly reviewing open STARS cases?
 - Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
 - Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
 - Have all internal events reports been completed and documented?
 - Are Rx team members having quality conversations with patients on medications?
 - Are pharmacists proactively counseling patients?
 - Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?
- Q26
- 0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given,

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including examples of exceptions or areas of concern, if any.

patients
 • Team members are having quality conversations some of the time

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 Consistent 0.00/0.00 0.00
 Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

Q28
 • Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations)
 • Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
 • Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
 • Is the store equipped with the proper products and equipment? If not, what have you done to address this?
 • What is the number of patients the clinic is seeing and what is their goal?
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

Q27
 • Kiosk (Registration, check-in, look up wait times, scheduling appointment)
 • Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
 • Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available
 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

Q85
 • In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy
 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

Q86
 • Any referrals from store/pharmacy team members
 • Clinic staff are included in regular updates and meetings, as appropriate
 • Manager is using customers and team members' feedback about clinic to address concerns
 • What are the current business results and goals?
 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

Q87
 • Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
 • Cash pick up process in place.
 • Service and equipment issues are handled promptly.
 • Recognized marketing campaigns are fully executed.
 • Introduction of services to team members.
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

Q30
 • Is the SM able to effectively connect operational processes with key financial and performance metrics?
 • Is financial acumen a development opportunity for store leadership?
 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

Discuss with SM on how to use available reports and tools to drive incremental FE sales.

Assess SM understanding of the following available reports and how they can use them to drive sales:

Q32
 • Key seasonal time phase and Non-basic direct sales item sales report (BACON report)
 • Best item best store and Top 50 reports
 • Department trend report and Front end sales driver
 0.00/0.00 0.00

Add necessary GROW coaching comments below

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| | | | |
|-----|---|-----------|------|
| | (3) Achieving Expectations | | |
| | <ul style="list-style-type: none"> • 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. | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |

| | | | |
|-----|--|-----------|------|
| | (3) Achieving Expectations | | |
| | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | |
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| | Consistent | | |

| | | | |
|-----|--|-----------|------|
| | Overall Pharmacy Assessment | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | |
| Q62 | Document your conversation in the comment box below. | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | |
| Q63 | | 0.00/0.00 | 0.00 |

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| | | | | |
|--|---|---|-----------|------|
| Document your conversation in the comment box below. | | | | |
| Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Ana to follow up daily to remind RPH NTT, RTS, 90 days, LTR | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Strong leadership team of Rx and FE | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | keep driving Rx script count through 90 days, LTR, NTT, BSD | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | BSD goal to increase 20 to 30 more Rx's | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | | |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? in what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
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| | | |
|---|-----------|------|
| Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

EAV for BSD
 Ryan to communicate new goal to increase 20 to 30 Rx BSD/week
 Ana to remind daily the RPH on: 90 days, LTR, NTT, RTS

Store Walk Summary : District Manager Pharmacy FY16

00887 - Wulandari Smith,MGR

Participant : Buenos R Selor / RXM
Auditor Role :
Auditor Department : District
Response Date : Thu 04/28/2016 15:05 Central Daylight Time

| Questionnaire | Thu 04/28/2016 15:05 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | Objective of todays visit: > 3 C's > Frontier > NPS | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? in what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | 5mm is facilitated by the RXM topics of discussion: | | |
| Q15 | How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | > 90 day > texting promotion > promoting flu and non flu shots > improving waiter percentage > Red nose | 0.00/0.00 | 0.00 |
| | How is the store manager encouraging peer to peer recognition? | | | |
| | How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? | | | |
| | What kind of opportunities do you have to express your opinions? | | | |
| | How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q76 | Add necessary GROW coaching comments below | Consistent Pharmacy is consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | RXM and I going over Frontier thoughts and concerns and wins of course. | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | Reviewing the April initiatives in 3 C's Detailing the community to improve business opportunities | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | >Pharmacy improving on scorecard metrics | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | >Pharmacy improving on NPS score because of the Improved metrics >Detailing the | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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|---|--|---|------------------------|-----------|-----------|------|
| | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | community to gain extra business for the Pharmacy > improving 90 day Script average by having TM's asking all patients | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 | |
| Workforce Planning | | | | | 0.00/0.00 | 0.00 |
| | <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | >TO% of one technician going to pharmacy schools, trying to recruit another technician to come over to replace. > Training DH to become versatile and available to help in the pharmacy when needed | | | | |
| Q20 | | | | 0.00/0.00 | 0.00 | |
| Pharmacy Operational Deep Dive | | | | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | | | | | |
| Q21 | | (4) neat and organized | | 0.00/0.00 | 0.00 | |
| Q77 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 | |
| Pharmacy Operations- Execution and Efficiency | | | | | 0.00/0.00 | 0.00 |
| | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with | All metrics on scorecard for pharmacy are above company goal, and improving | | | | |
| Q22 | | | | 0.00/0.00 | 0.00 | |
| Q23 | | RXM reviewed the following: > outdates on diabetic test strips > Reviewed WCB or outdates > reviewed AS400 on returns > Reviewed call list and deletes for compliance > reviewed sharps return | | 0.00/0.00 | 0.00 | |

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certificate page stored in the pharmacy record keeping system in file #10?

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

 not discussed 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

 CII and fridge is complaint and cno 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

Q25

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

Q92

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

 RXM and I review his process GFD and all is compliant 0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (4) Pharmacy is well organized and neat 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent Pharmacy is consistant 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

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| | | | | |
|------------------|---|--|------------------------|-----------|
| Pharmacy Quality | | | 0.00/0.00 | 0.00 |
| | (3) Achieving Expectations | | | |
| | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | pharmacy reviews STARS and PEER reviews and consultation is offered all the time | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | pharmacy is not a COE center. But does promote immunizations flu and non flu | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| Q27 | How are team members greeting patients in HCC area and offering assistance? <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | n/a | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q85 | How are team members informing customers of available clinic services at this location? <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | none | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q86 | In what ways is store leadership engaging and communicating daily with the health care provider? <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | none | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q87 | How is store leadership providing operational support? <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | no | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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|---|---|---|---|-----------|------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 | |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | RXM and SM and as well as store Leadership reviews operating statements and scorecard metrics to see performance of the store | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | n/a | 0.00/0.00 | 0.00 | |
| | | (3) Achieving Expectations | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> 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. | Pharmacy is consistent and well organized operationally | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | pharmacy is consistent | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | still an opportunity to improve and move the needle | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | an opportunity to improve | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 | |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | all parts of operation is well maintained and standards high | 0.00/0.00 | 0.00 | |
| Q63 | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | N/A | 0.00/0.00 | 0.00 | |

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|--|--|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Detailing community and promoting our services, improving 90 day script growth | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > RXM very organized > Good communicator > Good engagement > invites ideas and opinions > Detailing businesses | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | > increaseing sales in the pharmacy > | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | > Frontier process and sustainability > creating business for the pharmacy | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. Document your conversation in the comment box below. | > Seek business opportunities in the community | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. Document your conversation in the comment box below. | > invites two way communications > elicits opinions and ideas from TM > | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. Document your conversation in the comment box below. | embraces challenges to improve, approves changes that will benefit the store | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Document your conversation in the comment box below. | seeks customer issues and develops solutions to care of those issues | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. Document your conversation in the comment box below. | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively Document your conversation in the comment box below. | RXM proactively counsels patients effectively, and maintains expertise when advice is needed | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members | all top talent in the pharmacy no low performers | 0.00/0.00 | 0.00 |

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- Discuss with the SM about his/her weekly meetings with the RxM
- Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication).

Add necessary GROW coaching comments below

| | | | |
|---|---|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | > benefits of Frontier > Detailing businesses to increase business in pharmacy | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | budget hours request > increase receipt surveys | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | > increase 90 day by having TM ask every patients > | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, David
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Sat 05/07/2016 14:00 Central Daylight Time

| Questionnaire | Sat 05/07/2016 14:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Connect and Protect 90 Days Safety, Stars reports, Quality | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 | | | 0.00/0.00 | 0.00 |
| Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Q76 | | | 0.00/0.00 | 0.00 |
| Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | | | |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | | Question on Bin Management | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | | | |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | | | |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |

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- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Pharmacy Operational Deep Dive | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

| | | |
|-----|-----------|------|
| Q21 | 0.00/0.00 | 0.00 |
|-----|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|------------|-----------|------|
| Q77 | Consistent | 0.00/0.00 | 0.00 |
|-----|------------|-----------|------|

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have

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comments and date entered is less than seven days

In what ways is the pharmacy following proper inventory control procedures, including:

| | | | |
|-----|--|-----------|------|
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

| | | |
|---|-----------|------|
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | |
|-----|---|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | |
|--|-----------|------|
| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s

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| | | | |
|-----|--|-----------|------|
| Q92 | <p>according to state and federal regulations?</p> <ul style="list-style-type: none"> • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletions are being done, but not daily
- Bin reconciliation is completed, but not consistently

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|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

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|-----|--|------------|-----------|------|
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|--|------------|-----------|------|

| | | | |
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| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
|-----|---|-----------|------|
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| Q27 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| Q86 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Q87 | | | | |
| | Add necessary GROW coaching comments below | | | |
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| Q30 | | | | |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| Q32 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| Q33 | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

| | | (3) Achieving Expectations | | |
|--|--|---|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> • 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 |

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Document your conversation in the comment box below.

Strategic Leadership

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. | | |
| Q71 | <ul style="list-style-type: none"> Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |

Document your conversation in the comment box below.

Customer Leadership

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Anticipates and responds to customer needs. | | |
| Q72 | <ul style="list-style-type: none"> Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

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|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. | | |
| Q73 | <ul style="list-style-type: none"> Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. | 0.00/0.00 | 0.00 |

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|--|-----------|------|
| | <ul style="list-style-type: none"> Counsels Patients Effectively | | |
| Q74 | <ul style="list-style-type: none"> Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |

Document your conversation in the comment box below.

| | | | |
|--|---|-----------|------|
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
|--|---|-----------|------|

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|--|--------------|-----------|------|
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
|--|--------------|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? | | |
| Q75 | <ul style="list-style-type: none"> How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |

Add necessary GROW coaching comments below

| | | | |
|--|-----------------------------------|-----------|------|
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
|--|-----------------------------------|-----------|------|

| | | | |
|--|------------------------------------|-----------|------|
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
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|-----|---|-------------------------|-----------|------|
| Q89 | List the key benefits from the perspective of the manager | Bin Recon clarification | 0.00/0.00 | 0.00 |
|-----|---|-------------------------|-----------|------|

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|-----|--|--|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | Tech for Friday and Sundays after August | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

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|-----|---|------------------------------------|-----------|------|
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | Follow up with Bonnie on CCSF Tech | 0.00/0.00 | 0.00 |
|-----|---|------------------------------------|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

03889 - Eugene Wong,MGR

Participant : Melissa May/Jan Gavieras
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 05/12/2016 21:55 Central Daylight Time

| Questionnaire | Thu 05/12/2016 21:55 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

Cover last visits next steps
 Review the Store Manager Monthly Compliance Walk.
 Employee Relations issue
 Transfer of Staff Rph
 Union Concern
 Immunization Quality and Compliance
Using the Immunization Selection Tool 100% of the time.
 Continue to discuss the importance of using the Immunization Selection Tool for every immunization to ensure State Law allows administration
 Ensure the State Vaccine Table from StoreNet is posted near verification.
 Ensure that your pharmacy has returned 100% of their flu vaccines.
 Check that your pharmacy is correctly filling out their freezer and refrigerator logs.

Store Emergency Plan Changes to the SEP this year:
 PPL

- How to create the Store Evacuation map:
 - Leaders should print a floor plan of their store using

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Q88 Prior to the visit utilize the comment box below to document your clear objectives.

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Overall Store Assessment

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Team Member Engagement

0.00/0.00 0.00

Use GROW as appropriate and assess team member engagement in the following areas which

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include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work?
- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

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|-----|--|--|-----------|------|
| Q15 | | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

| | | | | |
|---------------|--|--|-----------|------|
| Customer Care | | | 0.00/0.00 | 0.00 |
|---------------|--|--|-----------|------|

| | | | | | |
|-----|---|-----|---|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | Store looked great. Welcomed as I walked in. Customers being cared for. | 0.00/0.00 | 0.00 |
|-----|---|-----|---|-----------|------|

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|-----|---|------------|--|-----------|------|
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | | 0.00/0.00 | 0.00 |
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| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
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|-----------------|--|--|-----------|------|
| District Update | | | 0.00/0.00 | 0.00 |
|-----------------|--|--|-----------|------|

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| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | | Fill in on Focus Store per Etty Staff Rph transfer HIPPA Outcome One day per week union team member WCC and future relation LEAP Phone for Rx Mylars not printing for medications in Rx | 0.00/0.00 | 0.00 |
|-----|--|--|---|-----------|------|

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|---------------------------------|--|--|-----------|------|
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
|---------------------------------|--|--|-----------|------|

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| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) • How is the store progressing? If not, understand why. • What are some next steps? | | | 0.00/0.00 | 0.00 |
|-----|--|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | | |
|-----|---|--|--|-----------|------|
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
|-----|---|--|--|-----------|------|

Add necessary GROW coaching comments below

| | | | | |
|--------------------|--|--|-----------|------|
| Workforce Planning | | | 0.00/0.00 | 0.00 |
|--------------------|--|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

| | | | | | |
|-----|--|--|---|-----------|------|
| Q20 | | | Improvement on payroll adoption Focus on overdue ppl's | 0.00/0.00 | 0.00 |
|-----|--|--|---|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | | |
|--------------------------------|--|--|-----------|------|
| Pharmacy Operational Deep Dive | | | 0.00/0.00 | 0.00 |
|--------------------------------|--|--|-----------|------|

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| Pharmacy Department CNO- Experience, Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? | | | |
| Q21 | <ul style="list-style-type: none"> Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (2) | Huge improvement in Rx condition. Amazing changes with new Rxm | 0.00/0.00 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| Over the course of the last several visits, how has the rating changed? | | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Improved | Please work on clearing the floor 100% New in window is too cluttered. Not appealing to the patient. Sink is blocked | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operations- Execution and Efficiency | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | | 0.00/0.00 0.00 |
| In what ways is the pharmacy following proper inventory control procedures, including: | | | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? | | | |
| Q23 | <ul style="list-style-type: none"> Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | | |
| In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | Please be sure to cross out or cut out patients names on amber vials. | 0.00/0.00 0.00 |
| Q24 | | | | |
| Add necessary GROW coaching comments below | | | | |
| In what ways are proper security procedures being followed in the pharmacy, including | | | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. | | | |
| Q84 | <ul style="list-style-type: none"> Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | | | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | | 0.00/0.00 | 0.00 |

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | |
|-----|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | |
|-----|---|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |

Remains a development opportunity

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | |
|-----|---|-----------|------|
| Q26 | <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

Remains a

Team members (Rph & Technicians) interactions

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| | | | | | |
|--|--|-------------------------|---|-----------|------|
| Q79 | discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | development opportunity | with patients remains an opportunity. It is reflected in the NPS score for Rx also. | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | 0.00/0.00 | 0.00 |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Potential questions / areas of focus to assess HCC include, but not limited to: | | | | | |
| How are team members greeting patients in HCC area and offering assistance? | | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| How are team members informing customers of available clinic services at this location? | | | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | | 0.00/0.00 | 0.00 |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |

(3) Achieving Expectations

- Promoting immunizations during peak seasons.
- Making adherence calls and

| | | | | | |
|---|---|--|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | completing consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | SM/RXM are both very proactive with company initiatives and projects. | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | Both are working towards upscaling team members to a higher level of performance | 0.00/0.00 | 0.00 |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (3) Achieving Expectations • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | FE sales remains a challenge | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | | 0.00/0.00 | 0.00 |
| Q63 | Document your conversation in the comment box below. Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| Q64 | Document your conversation in the comment box below. Ask the store manager to discuss key takeaways from the DM visit • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Work on tasks of being a Focus Store WCC Med B Audit guidelines | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | | |

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| | | | |
|---|---|------------------|-------------|
| | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Q89 | <p>List the key benefits from the perspective of the manager</p> | 0.00/0.00 | 0.00 |

Strength in people leadership. Fair and open to all. Store team members seem very engaged Great communications skills

Customer Leadership Barriers to low NPS score in Rx and FE

Thank you for being a LEAP coach!
Working well with upscaling ASM-T to ASM
Working on encouraging SFL to attend LEAP
Working on newish SFL to upscale and gain confidence

HIPPA issue is closed
Staff Rph transfer HR/Union in agreement about one day per week tech
Hoping new staff

| | | | | |
|-----|---|---|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | <p>Rph is a good fit with team and patients.</p> <p>H2 to increase FE sales?</p> <p>How to increase NPS scores?</p> <p>Clear rx floor.</p> <p>Check all diabetic expiration dates</p> <p>WCC and assign next mgr.</p> <p>5 mm on 1506</p> <p>Focus Store-Get PAR info from Gary</p> | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>Follow up on Med B</p> <p>Accreditation audit</p> <p>Amber Vials- Patients names MUST be 100% crossed of or cul off.</p> <p>H2 increase NPA score-PSTB?</p> | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02705 - Danny Kwan,MGR

Participant : Melissa May/Calvin Yeung
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 05/12/2016 22:03 Central Daylight Time

| Questionnaire | Thu 05/12/2016 22:03 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

Cover last visits next steps
 RX NPS-90 Days
 Go over Rx "new register installation plan"
 Review the Store Manager Monthly Compliance Walk.
 Immunization Quality and Compliance
Using the Immunization Selection Tool 100% of the time.
 Continue to discuss the importance of using the Immunization Selection Tool for every immunization to ensure State Law allows administration
 Ensure the State Vaccine Table from StoreNet is posted near verification.
 Ensure that your pharmacy has returned 100% of their flu vaccines.
 Check that your pharmacy is correctly filling out their freezer and refrigerator logs.

90 Day Barriers The "why" of 90 days
 Tech Transfer WOLF Update Licenses asap as BOP is behind
 Cannot work if license is not updated
 Enter in off sites. Web Portal 5 per year Prometh C w/codeine-Change Manufacturer Hi Tech
 Should only be using the new brand. Not Hi Tech!
 Web Portal for offsites Start entering 25+ 5

Q88 Prior to the visit utilize the comment box below to document your clear objectives.

0.00/0.00 0.00

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1

per store is required
 June 9th Annual Controlled Substance Inventory Preparation is key. Count ahead use sticky notes and subtract so you are not rushed to complete. Everything is on line now. Preparation is key
 Grad Interns- Two Training sessions July 6th and August 3rd.
 Nairtra will be taking dates- Must be CPR certified.
 Cannot fill your families script if possible if you must follow SDP
 IDP-You want to be 100%-Please update-Revisit and finish your plans and goals. Calibration and Performance Reviews coming up.
 Plan ahead-include ASM-t's for upscaling

Overall Store Assessment 0.00/0.00 0.00

Team Member Engagement 0.00/0.00 0.00

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?
- How can you help live our brand promise and be a brand ambassador every day?
- How does the manager or pharmacy manager demonstrate that they are brand ambassadors?
- How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work?
- How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs?
- How is the store manager encouraging peer to peer recognition?
- How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan?
- What kind of opportunities do you have to express your opinions?
- How do store leaders demonstrate and support our commitment to safety culture and procedures?

NPS-Store was very happy that their NPS score was improving and they were very proud.

Q15 0.00/0.00 0.00

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

Customer Care 0.00/0.00 0.00

(3) Achieving Expectations

- Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate).
- Approaches customers proactively

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| | | | |
|--|--|-----------|------|
| | <p>and offers to assist them with their shopping experience .</p> <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Improved</p> <p>There was definite improvement on proactive service today! It was great to see and observe.</p> | 0.00/0.00 | 0.00 |
| <p>Objectives and Discussion with SM District Update</p> | | 0.00/0.00 | 0.00 |
| <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> | <p>SFL to ASM-T and possibility of being in this next LEAP session Rx window not</p> | 0.00/0.00 | 0.00 |

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| | | | | |
|---|---|--|-----------|------|
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | <p>opening and options going forward. ASM back after six weeks FMLA. Rx open for the first time on Memorial Day</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | <p>last months Next Steps:</p> | 0.00/0.00 | 0.00 |
| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> | | <p>What are the barriers to complete ppl's with special emphasis on the legal ppl's. What steps can be taken with the pulse to help leadership ensure they will plan their time accordingly to get their own ppl's completed as well as their team members</p> | 0.00/0.00 | 0.00 |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | <p>Connect & Protect-working with team members to ensure that they are protecting their patients and working to meet the goal of four immunizations per week. Last months next steps need to roll over again.</p> | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | <p>What are the barriers to complete ppl's with special emphasis on the legal ppl's. What steps can be taken with the pulse to help leadership ensure they will plan their time accordingly to get their own ppl's completed as well as their team members</p> | 0.00/0.00 | 0.00 |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> | | <p>Connect & Protect-working with team members to ensure that they are protecting their patients and working to meet the goal of four immunizations per week.</p> | 0.00/0.00 | 0.00 |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | <p>Excessive overdue ppl's from 2015.</p> | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> | | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store learn members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | <p>In the process of SFL to ASM-T internal hiring for LEAP.</p> | 0.00/0.00 | 0.00 |

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--|--|--|--|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | (2) | 0.00/0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Q77 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments below | Remains a development opportunity | Challenged rx in being such a small size and higher volume. Focus continues to be on CNO and efficiencies in Rx View pharmacy from the patient's view. |
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | There was 100% follow through on Adherence NTT calls on this visit. Thank you. | 0.00/0.00 |
| Q23 | <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | Smart count compliance improved. Great follow through. | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| Q24 | <p>In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?</p> <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| Q84 | <p>In what ways are proper security procedures being followed in the pharmacy, including</p> <ul style="list-style-type: none"> C-II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. | | 0.00/0.00 |

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- No jackets, purses or backpacks etc.

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q25 0.00/0.00 0.00

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92 0.00/0.00 0.00

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. (2) 0.00/0.00 0.00

CNO please. Strong focus
Holiday weekends are great
time to catch up.
Need to prepare for the
remodel also which will help
with CNO.

Over the course of the last several visits, how has the rating changed?

Q7B If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality 0.00/0.00 0.00

(1) Not Achieving Expectations

- Open STARS cases in STARS queue
- Peer reviews are not complete
- DPI information is not stored or secured properly.
- Consultations are not being offered
- Team

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26 0.00/0.00 0.00

There are STARS cases that have not been reviewed since 2015. This must be 100% no exceptions

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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members are not having quality conversations with patients

| | | | | |
|-----|--|--|--|----------------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | STARS events must all be reviewed. SOP is within seven days of events. | 0.00/0.00 0.00 |
| | Other Healthcare Services | | | 0.00/0.00 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | Diabetic patients. How are you caring for the diabetic patient. Newly Established Yellow Fever Store. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | Please work on CNO in Rx restroom. Not a storage room. | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | | 0.00/0.00 0.00 |
| | Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | | |

| | | | | | |
|-----|---|---|--|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | Offsites- Promoting immunizations by the entire team and not only select team members. | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promotions locations filled and signed • Acceptable basic department outs • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Improved | SM is making huge improvements in the store and layout. Great ideas with of the box thinking to maximizing the space. Promoting rx services is a challenge | 0.00/0.00 | 0.00 |
| | Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Connect and Protect | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |

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|---|---|----------------|
| Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • 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 |
| Document your conversation in the comment box below. | | |
| Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 0.00 |
| Document your conversation in the comment box below. | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 0.00 |
| 1:1 Meetings | | 0.00/0.00 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 0.00 |
| Add necessary GROW coaching comments below | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 0.00 |
| Were able to discuss manpower and the plan ahead. Rx remodel Challenges with a new leader. When will the remodel happen and concerns with communication regarding the remodel as there is no always enough lead time. | | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 0.00 |
| PPL's! | | |
| Feedback on being open Memorial Day in Rx | | |
| 100% | | |

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completion of STARS events. Should be completed within seven days of the event.

Yellow fever is a new service to provide to patients that your store now has.

Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits

You must complete the necessary training to comply with CDC guidelines. (StoreNet-> Patient care tab -> Travel Health -> Travel Health Training).

0.00/0.00 0.00

Train any floaters on the Yellow Fever vaccine.

Promote the yellow fever vaccine.

Store Walk Summary : District Manager Pharmacy FY16

13667 - Turny Mao,MGR

Participant : Melissa May/Gary Lee
Auditor Role : Store Manager
Auditor Department : District
Response Date : Thu 05/12/2016 22:07 Central Daylight Time

| Questionnaire | Thu 05/12/2016 22:07 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|----------|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |

Pulse
 Cover last visits next steps
 90 Day
 Review the Store Manager Monthly Compliance Walk.
 Immunization Quality and Compliance
 Using the Immunization Selection Tool 100% of the time.
 Continue to discuss the importance of using the Immunization Selection Tool for every immunization to ensure State Law allows administration
 Ensure the State Vaccine Table from StoreNet is posted near verification.
 Ensure that your pharmacy has returned 100% of their flu vaccines.
 Check that your pharmacy is correctly filling out their freezer and refrigerator logs.
 Store
 Emergency Plan
 Changes to the SEP this year:
 PPL

- How to create the Store Evacuation map:
 - Leaders should print a floor plan of their store using Floor

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1

| | | | |
|---|---|-----------|------|
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | Plan Exp ress • Dra w the path to exit doo rs on the floo r plan prin t out • Han g the map in area s desi gne d per the stor e eme rgen cy plan • Che ck that eac h stor e has their SEP pro perl y fille d in and the eme rgen cy map is hun g in spe cifie d area . Ask Tea m me mbe rs if they parti cipa ted in the "wh at if" mee ting | 0.00/0.00 | 0.00 |
|---|---|-----------|------|

| | | |
|--------------------------|-----------|------|
| Overall Store Assessment | 0.00/0.00 | 0.00 |
| Team Member Engagement | 0.00/0.00 | 0.00 |

Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to:

- What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week?
- In what ways do you think you can contribute to the company's purpose and focus?

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| | | | | |
|-----|--|--|-----------|------|
| Q15 | <ul style="list-style-type: none"> • How can you help live our brand promise and be a brand ambassador every day? • How does the manager or pharmacy manager demonstrate that they are brand ambassadors? • How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? • How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? • How is the store manager encouraging peer to peer recognition? • How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? • What kind of opportunities do you have to express your opinions? • How do store leaders demonstrate and support our commitment to safety culture and procedures? | ASM scheduling time to work in Rx. Actual plan to upscale more team members | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement.

Add necessary GROW coaching comments below

| | | |
|---------------|-----------|------|
| Customer Care | 0.00/0.00 | 0.00 |
|---------------|-----------|------|

(1) Not Achieving Expectations

- Uses branded salutations in an insincere manner (does not smile or make eye contact when appropriate).
- Approaches customer only when requested.
- Responds to customer needs when requested or uses body language, tone or word choices that give the impression that efforts are not genuine.
- Exhibits an unwillingness to help through communications or behavior (e.g. informing a customer that "it's not their department", ignoring waiting customers, or expressing disinterest or frustration to customers).
- Reacts inappropriately to difficult customer situations.
- Fails to recognize situations in which available

Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

BA was not acknowledging customers. Walked right by me twice and did not look up.

| | |
|-----------|------|
| 0.00/0.00 | 0.00 |
|-----------|------|

| | | | | |
|---|---|---|--|----------------|
| | | tools could be leveraged to resolve standard customer issues (e.g. does not suggest a solution during an OOS situation). | | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Remains a development opportunity | This BA has not been showing consistant service most times I have come into the store. Coaching cards should be a next step. | 0.00/0.00 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 0.00 |
| District Update | | | | 0.00/0.00 0.00 |
| Q17 | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: <ul style="list-style-type: none">What would you like to accomplish during today's visit?What questions do you have for me? What questions do you have on the recent district update or area wrap up?Discuss handling of customer/patient complaintsWhat challenges/areas of concern can I provide additional guidance for during the visit? | Rxm very concerned about the budgt hours being reduced in Rx. Questions regarding FDF and not being approved yet even though schedules need to be posted. Follow up on emails that are actionable Check in with ASM while SM is out. Concerns about answering phone in Rx | | 0.00/0.00 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 0.00 |
| Q18 | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) <ul style="list-style-type: none">How is the store progressing? If not, understand why.What are some next steps? Add necessary GROW coaching comments below | Questions reagrding budget and greeter hours. | | 0.00/0.00 0.00 |
| Q19 | Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings <ul style="list-style-type: none">Agree upon next stepsConfirm and document next touch point to discuss progress against plans. Add necessary GROW coaching comments below | | | 0.00/0.00 0.00 |
| Workforce Planning | | | | 0.00/0.00 0.00 |
| Q20 | Questions regarding workforce planning may include, but are not limited to: <ul style="list-style-type: none">How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ Have a coaching discussion with your SM on ways to address workforce planning issues. Add necessary GROW coaching comments below | How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? Store has made big improvements on ppl completion. Still have a little way to go but great job. | 0.00/0.00 0.00 | |
| Pharmacy Operational Deep Dive | | | | 0.00/0.00 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | | | 0.00/0.00 0.00 |

(3) Achieving

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4

Expectations

- Waiting area clean
- In/out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the ask your pharmacist section
- All signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- Q21
- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
 - In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
 - Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
 - Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
 - Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
 - Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
 - Is the sharp container stored inside the pharmacy when not in use?

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

CNO has improved greatly with new SM. 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

He has continued plans to help with continued forward movement of CNO in Rx. Very proactive

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- Q22
- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 - In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments
 - In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Behind on NTT calls-12 are in the queue today.

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

- Q23
- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 - Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 - Has the Rx Smart Count been completed for each of the last seven days?
 - Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 - Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 - Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 - Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 - Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 - Is the store completing bin reconciliation? (expectation is one per week)
 - Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures

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| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | 0.00/0.00 | 0.00 |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CIJ drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Potential questions include, but are not limited to: | | |
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |

(3) Achieving Expectations

- Product off of floor and clear path to all fire exits
- No additional stock bottles in the fill area
- No product

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| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> in prohibited areas Refrigerator is free of unauthorized product (food/drink) and is clean Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | 0.00/0.00 | 0.00 | |
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Consistent | Continue moving forward. | 0.00/0.00 | 0.00 |
| Pharmacy Quality | | | | 0.00/0.00 | 0.00 |
| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | (2) | Follow through with all STARS events. Not all have been reviewed | 0.00/0.00 | 0.00 |
| Q79 | <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | | 0.00/0.00 | 0.00 |
| Other Healthcare Services | | | | 0.00/0.00 | 0.00 |
| Other Specialty Pharmacy Services & Healthcare Clinics | | | | 0.00/0.00 | 0.00 |
| Q28 | <p>Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:</p> <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Q27 | <p>Potential questions / areas of focus to assess HCC include, but not limited to:</p> <p>How are team members greeting patients in HCC area and offering assistance?</p> <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| Q85 | <p>How are team members informing customers of available clinic services at this location?</p> <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy <p>Add necessary GROW coaching comments below</p> | | | 0.00/0.00 | 0.00 |
| In what ways is store leadership engaging and communicating daily with the health care provider? | | | | | |

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| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 | | |
| Add necessary GROW coaching comments below | | | | | |
| How is store leadership providing operational support? | | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | 0.00/0.00 | 0.00 | | |
| Add necessary GROW coaching comments below | | | | | |
| Business Performance and Sales | | 0.00/0.00 | 0.00 | | |
| Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 | | |
| Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 | | |
| Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | | | |
| Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | | | |
| Assess SM understanding of the following available reports and how they can use them to drive sales: | | | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 | | |
| Add necessary GROW coaching comments below | | | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.00/0.00 | 0.00 | |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Remains a development opportunity | Please work with rx team on proactively offering services to patients consistently. Every interaction with a patients is an opportunity to introduce a service to the patient. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |
| (3) Achieving Expectations | | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department layouts Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | Mothers Day Gift card displayer was still out front of lobby. BA too focused on totes and not customers. | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | | |
| Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 | | |
| Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 | | |
| Discuss store's strengths and opportunities with regard to pharmacy operations, including the | | | | | |

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| | reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? | | |
| Q64 | <ul style="list-style-type: none"> (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> Counselors Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | |
| | 1:1 Coaching/Feedback session with Store Leadership | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) | | |

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| Q75 | <ul style="list-style-type: none"> • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | Continue upskilling ASM. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>STARS events need to be completed as their are events that still need to be reviewed. Work towards training front end team members to be designated hitters. Not only leadership. All floor team members should be able to help in Rx in some way to support full box. NTT calls need to be followed through and completed. Continue to promote Connect and Protect. Another month to go.</p> | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

07044 - Melissa May,MGR

Participant : Ibrahim K Bilal, Jon and Yvette
Auditor Role :
Auditor Department : District
Response Date : Thu 05/12/2016 10:15 Central Daylight Time

| Questionnaire | Thu 05/12/2016 10:15 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 | Prior to the visit utilize the comment box below to document your clear objectives. | -HCS visit -See what good looks like for Frontier -How to get pharmacy to get communicated to. -NTT and growing script counts | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | -talked to Yvette and asked her about Frontier and how Frontier is affecting team member behaviors -team engagement is 100% on pulse on latest pulse pdr | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| | If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | |
| | Add necessary GROW coaching comments below | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | store is on target on overall nps and rx nps | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | -to see what HCS thinks of the store | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | -followed up with PDR. -store showed improvement; the pulse has goals and targets filled up versus previous walk when it was left blank | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or | | | | | |

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| Area staff meetings | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Workforce Planning | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | |
| Q20 | <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | No workforce planning issues at the current time. | 0.00/0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | |
| Add necessary GROW coaching comments below | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 |
| (3) Achieving Expectations | | | |
| <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | | |
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | | 0.00/0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| Over the course of the last several visits, how has the rating changed? | | | |
| Q77 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |

| | | | | |
|-----|---|---|-----------|------|
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specially at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | -store is trying to find a way to improve NTT by changing the verbiage and having the patient call the store back | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log info IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log info AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | pharmacy is following proper inventory control procedures | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | -there is hardly any amber vial on the shelves. -store is reviewing their charge backs. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | store is following proper security procedures | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |

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| | | | |
|-----|---|-----------|------|
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | 0.00/0.00 | 0.00 |
| Q92 | <ul style="list-style-type: none"> For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | |

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | |
|-----|---|-----------|------|
| Q93 | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | |
|-----|---|------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | |
|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | | |
|-----|---|-----------|------|
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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members are having quality conversations some of the time

| | | | | |
|-----|--|--|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | store is very engaged store manager supporting the pharmacy through front end team members | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

YTD target for 90 days is at

| | | | | | |
|--|--|-----|---|-----------|------|
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | 0.5%, and target is at 5.9%. Store manager and pharmacy manager need to focus on growing 90 days sales. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Remains a development opportunity | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (4) | FE sales ytd is at 5.7% and target is at .09%. Store manager is really focused on ecc and osa. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | Consistent | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | | |
| Overall Pharmacy Assessment | | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifiers, HRxD, etc.) | | -pharmacy is on top of VBPT and waiters is close to 40% -NTT remains a challenge with ftd at only 44.7% | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | | |
| | Examples include but are not limited to the following: | | | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | -manager learned about new laws relating to pharmacy -manager learned about how to tackle NTT through consultation | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | -store has engaged team members and leadership -store is above company goal for vpbt and waiters | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | -store is way below company goal for nlt -osa system out is more than visual out | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | -90 days, Frontier, NTT, and pharmacy engagement | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | -rxm is on top of her operations and knows what is going on around the neighborhood | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | | |
| | People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> 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 |

Document your conversation in the comment box below.

Strategic Leadership

| | | | |
|-----|---|-----------|------|
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Customer Leadership

| | | | |
|-----|---|-----------|------|
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

Healthy, Happy, and Creating Value Together

| | | | |
|-----|--|-----------|------|
| Q73 | <ul style="list-style-type: none"> • 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 |
|-----|--|-----------|------|

Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Document your conversation in the comment box below.

| | | | |
|---|--|-----------|------|
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

| | | | |
|--------------|--|-----------|------|
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
|--------------|--|-----------|------|

Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

| | | | |
|-----|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|-----------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
|-----------------------------------|--|-----------|------|

| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
|------------------------------------|--|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

-knowing what is expected from the HCS
 -knowing what is expected from the visit
 -sharing the pulse with district/area leadership

| | | | |
|-----|--|-----------|------|
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

| | | | |
|-----|---|-----------|------|
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

-DM to follow up on procedure to order pharmacy scale
 -RXM to follow up with the staff on pharmacy team's verbiage on NTT
 -RXM to email DM on converting cashier register to toggle.
 -DM to follow up back with system outs and find out why visual out is less than system out

Store Walk Summary : District Manager Pharmacy FY16

06291 - Calvin Lam, MGR

Participant : Ibrahim K Bilar, Nick
Auditor Role :
Auditor Department : District
Response Date : Thu 06/02/2016 09:00 Central Daylight Time

| Questionnaire | Thu 06/02/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | -Following up with frontier and leading change in the pharmacy -Med B accreditation and Audit -Pharmacy CNO -specialty med cashout -Cil control audit -Fe open discussion ie osa, merchandising etc. | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | Team members engaged. The 5mm topic how to bring store leadership together. | 0.00/0.00 | 0.00 |
| Q15 | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds | | |

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|-----|---|----------------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | 0.00/0.00 0.00 |
| | <ul style="list-style-type: none"> to customer needs. • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | 0.00/0.00 0.00 |
| | Objectives and Discussion with SM | 0.00/0.00 0.00 |
| | District Update | 0.00/0.00 0.00 |
| | Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | |
| Q17 | <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | 0.00/0.00 0.00 |
| | Follow-Ups from Previous Visits | 0.00/0.00 0.00 |
| | Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | |
| Q18 | <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? | 0.00/0.00 0.00 |

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Add necessary GROW coaching comments below

Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings

| | | | |
|-----|---|-----------|------|
| Q19 | <ul style="list-style-type: none"> • Agree upon next steps • Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

| | | | |
|--------------------|--|-----------|------|
| Workforce Planning | | 0.00/0.00 | 0.00 |
|--------------------|--|-----------|------|

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

| | | | |
|-----|--|-----------|------|
| Q20 | <ul style="list-style-type: none"> • What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) • What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? • Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|--------------------------------|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
|--------------------------------|--|-----------|------|

| | | | |
|---|--|-----------|------|
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

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| Q21 | <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
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Pharmacy is progressing and improved.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and

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| Q77 | discuss ways to improve Add necessary GROW coaching comments below | Improved | 0.00/0.00 | 0.00 |
| | Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | -Specialty script was 50%. Discussed specialty scripts with rxm Rxm | | |
| Q22 | <ul style="list-style-type: none"> in what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures in what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments in what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | -RTS 65.6% -Checked vials in the pharmacy | | |
| | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | -Checked scripts bins found two 5/18 -Randomly checked testing supplies and reminded staff on med B audit and go through all 100% | 0.00/0.00 | 0.00 |
| Q23 | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | | 0.00/0.00 | 0.00 |
| Q24 | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | Secured | 0.00/0.00 | 0.00 |
| Q84 | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing Training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| Q25 | | | | |

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Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Q92

0.00/0.00 0.00

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93

0.00/0.00 0.00

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q78

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultation

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?

Q26

0.00/0.00 0.00

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- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

ns are consistently offered and provided to patients
 • Team members are having quality conversations some of the time

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Q79 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Other Healthcare Services 0.00/0.00 0.00

Other Specialty Pharmacy Services & Healthcare Clinics 0.00/0.00 0.00

Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to:

- Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations)
- Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this?
- Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing)
- Is the store equipped with the proper products and equipment? If not, what have you done to address this?
- What is the number of patients the clinic is seeing and what is their goal?

Q28 0.00/0.00 0.00

Add necessary GROW coaching comments below

Potential questions / areas of focus to assess HCC include, but not limited to:

How are team members greeting patients in HCC area and offering assistance?

- Kiosk (Registration, check-in, look up wait times, scheduling appointment)
- Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed)
- Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available

Q27 0.00/0.00 0.00

Add necessary GROW coaching comments below

How are team members informing customers of available clinic services at this location?

- In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy

Q85 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways is store leadership engaging and communicating daily with the health care provider?

- Any referrals from store/pharmacy team members
- Clinic staff are included in regular updates and meetings, as appropriate
- Manager is using customers and team members' feedback about clinic to address concerns
- What are the current business results and goals?

Q86 0.00/0.00 0.00

Add necessary GROW coaching comments below

How is store leadership providing operational support?

- Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized.
- Cash pick up process in place.
- Service and equipment issues are handled promptly.
- Recognized marketing campaigns are fully executed.
- Introduction of services to team members.

Q87 0.00/0.00 0.00

Add necessary GROW coaching comments below

Business Performance and Sales 0.00/0.00 0.00

Operating Statements and IMPROVE Scorecards 0.00/0.00 0.00

Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards.

- Is the SM able to effectively connect operational processes with key financial and performance metrics?
- Is financial acumen a development opportunity for store leadership?

Q30 0.00/0.00 0.00

Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.

-Asm Nick is managing store 6291, due to Kenneth Phung being FL for R11
 -Nick is engaging with RXM. He is supporting pharmacy by conducting a pulse in the Health room to accommodate the staff.

| | | | |
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| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | Discussed with Nick on utilizing promo space in the store to maximize selling area | |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments below | | |
| | | (3) Achieving Expectations | |
| | | <ul style="list-style-type: none"> • 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. | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | |
| | Examples include but are not limited to the following: | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | Discussed the completion of PPL med B and perp for the med b audit | |
| Q63 | Examples include but are not limited to the following: | Med B standard posting is posted front of the pharmacy | 0.00/0.00 0.00 |
| | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | |
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | learning frontier with the support of the store leadership | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Through frontier behavior, engagement is | 0.00/0.00 0.00 |

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| | | progressing in the pharmacy and Fe | | |
| Q66 | List store opportunities discussed with the SM/RXM | -Leading change and bringing full box to life in the pharmacy | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | Continue working on the learning the pulse Continue pushing for NPS. YTD 77.4 vs target 78.2 | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events, leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| | 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| | 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Q75 | <p>Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:</p> <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | <p>had 1:1 conversation with Nick. Coaching and mentoring store leadership in the store can bring performance up to the standard.</p> <p>Career aspirations for Nick is to become store leader. Dm will continue working with ASM to achieve the goal</p> | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | -Open discussion on staff and team member behavior and how to bring them together to be one team | 0.00/0.00 | 0.00 |

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| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

DM will follow up with pharmacy detailed CNO
DM will follow up with pharmacy pulse
Nick will execute on changing merchandising location for the non-basic
SFL will merchandise for sale and bring PLP to life

Store Walk Summary : District Manager Pharmacy FY16

00890 - Steven Jeung,MGR

Participant : Ibrahim K Bilal, Karen
Auditor Role :
Auditor Department : District
Response Date : Tue 05/31/2016 09:00 Central Daylight Time

| Questionnaire | Tue 05/31/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | | |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q68 Prior to the visit utilize the comment box below to document your clear objectives. | | How to drive on the pharmacy leading change | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? | | | | |
| Q15 How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | no 5MM | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | | 0.00/0.00 | 0.00 |
| Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | | | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | How to involve pharmacy with the store pulse | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? | | | | |

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| Q20 | <ul style="list-style-type: none"> How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods! | The store is providing support from the FE | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

| | | | |
|---|--|-----------|------|
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 |
| Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

| | | | | |
|-----|---|-----------------|-----------|------|
| Q21 | <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | Pharmacy is CNO | 0.00/0.00 | 0.00 |
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| | | | | |
|-----|---|------------|-----------|------|
| Q77 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments below</p> | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

| | | | |
|---|--|-----------|------|
| Pharmacy Operations- Execution and Efficiency | | 0.00/0.00 | 0.00 |
|---|--|-----------|------|

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|-----|--|--|-----------|------|
| Q22 | <p>Potential questions / areas of focus to assess pharmacy operations include, but not limited to:</p> <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days <p>In what ways is the pharmacy following proper inventory control procedures, including:</p> | Rxm provided face to face consultation RTS 67% | 0.00/0.00 | 0.00 |
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Confidential

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| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | <p>While auditing the scripts bins, found scripts 5/17, 5/18, Discussed the call list with RXM. Call list was written as completed with comments. Comments were general, but scripts remained in the bin instead of being pulled</p> | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Add necessary GROW coaching comments below

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| Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
|---|-----------|------|

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

| | | | |
|-----|--|-----------|------|
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

| | | | | |
|-----|---|--|-----------|------|
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | <p>no issue inside the pharmacy.</p> <p>a concern witnessed as the Health room used a locker for pharmacy staff. Dm will go back follow up with store and pharmacy leadership.</p> | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Add necessary GROW coaching comments below

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| Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
|--|-----------|------|

Potential questions include, but are not limited to:

| | | | |
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| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|---------------------|--|---|-----------|------|
| Q92 Confidential | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | <p>DM will follow up with RXM regarding</p> | 0.00/0.00 | 0.00 |
|---------------------|--|---|-----------|------|

Confidential

- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

her recent GFD concern

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Remains a development opportunity -Leading change

0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments box below

Pharmacy Quality

0.00/0.00 0.00

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

- Is the staff regularly reviewing open STARS cases?
- Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively?
- Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan?
- Have all internal events reports been completed and documented?
- Are Rx team members having quality conversations with patients on medications?
- Are pharmacists proactively counseling patients?
- Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck?

Q26

0.00/0.00 0.00

Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

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| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. introduction of services to team members. | | 0.00/0.00 | 0.00 |
| Q87 | | | | |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVE Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | -DM will follow up with the store leader in regards of the full box | | |
| Q30 | <ul style="list-style-type: none"> is the SM able to effectively connect operational processes with key financial and performance metrics? is financial acumen a development opportunity for store leadership? | -DM will follow up with the Rxm in regards of the frontier and leading change | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q80 | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |

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|-----|--|--|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> Quality, Exception Queue Management Issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) | Strength Pharmacy is CNO RTS is 67% | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | opportunities | | |
| | Examples include but are not limited to the following: | -increasing waiters | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | -improving VBPT -leading change -Following sop on receiving CII -Health room must be used as a health room not as locker room | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | DM will follow up with support from another store rph to cover 1:1 meeting | | |
| | Ask the store manager to discuss key takeaways from the DM visit | DM will follow up with the status of lockers | | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | DM will follow up with SOP on call list | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 | 0.00 |
| | RxM Core Competencies | | 0.00/0.00 | 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| | Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | | |
| | Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |

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Document your conversation in the comment box below.

Functional Competency

| | | | |
|-----|---|-----------|------|
| Q74 | <ul style="list-style-type: none"> • Counsels Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively | 0.00/0.00 | 0.00 |
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Document your conversation in the comment box below.

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| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
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| 1:1 Meetings | | 0.00/0.00 | 0.00 |
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Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following:

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|-----|---|---|-----------|------|
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | <p>RXM occupied by printing scripts ahead. 1:1 will be scheduled with rxm and SL.</p> | 0.00/0.00 | 0.00 |
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Add necessary GROW coaching comments below

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| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
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| | | | |
|------------------------------------|--|-----------|------|
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
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| Q89 List the key benefits from the perspective of the manager | | 0.00/0.00 | 0.00 |
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| Q90 List the key concerns from the perspective of the manager. | | 0.00/0.00 | 0.00 |
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| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | <p>See DM next steps listed on the walk</p> | 0.00/0.00 | 0.00 |
|---|---|-----------|------|

Store Walk Summary : District Manager Pharmacy FY16

13669 - JOE LI,MGR

Participant : Ibrahim K Bilal, Albert
Auditor Role :
Auditor Department : District
Response Date : Tue 05/31/2016 14:00 Central Daylight Time

| Questionnaire | Tue 05/31/2016 14:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|--|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Updates with pharmacy puise Frontier behavior in the pharmacy | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | workflow after the holiday | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers through communications and | | |

Confidential

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today: | | | | |
| Q17 | <ul style="list-style-type: none"> What would you like to accomplish during today's visit? What questions do you have for me? What questions do you have on the recent district update or area wrap up? Discuss handling of customer/patient complaints What challenges/areas of concern can I provide additional guidance for during the visit? | | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | | |
| Workforce Planning | | | 0.00/0.00 | 0.00 |

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Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

Q20

-pharmacy is training store for PHIG and techs

0.00/0.00 0.00

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

Q21

0.00/0.00 0.00

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency

0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? -- e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments

Q22

RXM is adapting to frontier behavior and empowering his staff to voice

0.00/0.00 0.00

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|-----|---|--------------------------------|-----------|------|
| | <ul style="list-style-type: none"> • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | themselves and bring new ideas | | |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | | |
| Q23 | <ul style="list-style-type: none"> • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) • Has the Rx Smart Count been completed for each of the last seven days? • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? • Is the patient's name removed and an expiration date on all return to stock medications in amber vials? • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? • Is the store completing bin reconciliation? (expectation is one per week) • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | | |
| Q24 | <ul style="list-style-type: none"> • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies? • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? • Is the store utilizing amber vials before using stock bottles when filling prescriptions? • Are Rx refunds and 3rd party charge backs properly reviewed and handled? • Is Rx hazardous waste being properly handled? • Are the correct procedures being followed for SDLs? | RTS 62% | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | | |
| Q84 | <ul style="list-style-type: none"> • C -II Cabinet locked and the key controlled by a pharmacist. • CII drugs being promptly returned to cabinet after prescription filled. • Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. • Door combination different than other doors in the store. • No food or drink in the pharmacy refrigerator. • No jackets, purses or backpacks etc. | No issue | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | | |
| Q25 | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Potential questions include, but are not limited to: | | | |
| | <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? | | | |

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| Q92 | <ul style="list-style-type: none"> Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

(3) Achieving Expectations

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| Q93 | <p>Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | | |
|-----|--|-----------|------|
| Q78 | <p>Over the course of the last several visits, how has the rating changed?</p> <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | 0.00/0.00 | 0.00 |
|-----|--|-----------|------|

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|------------------|--|-----------|------|
| Pharmacy Quality | | 0.00/0.00 | 0.00 |
|------------------|--|-----------|------|

(3) Achieving Expectations

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| Q26 | <p>Potential questions / areas of focus to assess pharmacy quality include, but not limited to:</p> <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? <p>Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team members are having quality conversations some of the time

| | | | |
|-----|--|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | |
| | How are team members greeting patients in HCC area and offering assistance? | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How are team members informing customers of available clinic services at this location? | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | How is store leadership providing operational support? | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Business Performance and Sales | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROvE Scorecards | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROvE scorecards. | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |

(3) Achieving Expectations

- Promoting immunizations during peak seasons.
- Making

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| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>adherence calls and completing consultations on a regular basis</p> <ul style="list-style-type: none"> • Calling return to stock daily • Completing outreach program • Consistently offers secondary services. | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q80 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> • Store merchandised for customer • Store merchandised per Customer Plan • Promo locations filled and signed • Acceptable basic department layouts • Promoting pharmacy services • Completing outbound calls (adherence, RTS etc.) | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q81 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Overall Pharmacy Assessment | | 0.00/0.00 | 0.00 |
| | Pharmacy strengths and opportunities | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | | | |
| | Examples include but are not limited to the following: | | | |
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | <p>RXM and SL are owning the full box Workflow was followed and techs were stationed</p> | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | | |
| | Examples include but are not limited to the following: | | | |
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |
| | Ask the store manager to discuss key takeaways from the DM visit | | | |
| | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? | | | |
| Q64 | <ul style="list-style-type: none"> • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | | 0.00/0.00 | 0.00 |
| | Document your conversation in the comment box below. | | | |

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| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | Adaption to frontier behavior and leading change | 0.00/0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | Driving Generic efficiency | 0.00/0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 |
| RxM Core Competencies | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | | 0.00/0.00 |
| Document your conversation in the comment box below. | | | |
| People Leadership | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. | | 0.00/0.00 |
| Document your conversation in the comment box below. | | | |
| Strategic Leadership | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 |
| Document your conversation in the comment box below. | | | |
| Customer Leadership | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 |
| Document your conversation in the comment box below. | | | |
| Healthy, Happy, and Creating Value Together | | | |
| Q73 | <ul style="list-style-type: none"> 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 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | | 0.00/0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | | 0.00/0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | meeting area | 0.00/0.00 |
| Q90 | List the key concerns from the perspective of the manager. | frontier leader | 0.00/0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | | 0.00/0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02125 - Terra Dunlap,MGR

Participant : Buenos R Selor / DM / SM / Rph and / FL
Auditor Role :
Auditor Department : District
Response Date : Tue 06/07/2016 09:00 Central Daylight Time

| Questionnaire | Tue 06/07/2016 09:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|-----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of todays visit: | | |
| | | > June Initiative | | |
| | | > Med B Audit and CII Control Audit | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > Outreach program | 0.00/0.00 | 0.00 |
| | | > Immunizations | | |
| | | > Frontier and Pharmacy | | |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| | | Asked the SM regarding 5rm in Pharmacy. Has not heard any conversations between Chief and TM. Went directly to Technicians and asked about cascading of information to TM. Response was on th spot cascading and reading informatoin on compass. Also discussed peer recognition which is alive in the Pharmacy ...very nice, And havng technician talk about Ivena going above and beyond to help a patient | | |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates | | |

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| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>and responds to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | Pharmacy is proactive in counseling and helping patients with questions | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | | 0.00/0.00 | 0.00 |
| District Update | | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>today:</p> <ul style="list-style-type: none"> > go over customer score card with SM and Floater Pharmacist > go over June initiative with SM and Pharmacist > Review audits with SM and Rx TM on Med B and Cii > Go over 90 day | | 0.00/0.00 | 0.00 |

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| | efficiency report with SM and RPH | | | |
| Follow-Ups from Previous Visits | | 0.00/0.00 | 0.00 | |
| Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other) | > Continuous improvement in 90 day with TM's | | | |
| Q18 | <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | > communicating 90 and review report efficiency | | | |
| Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings | > Store Manager to go over 90 day report with staff pharmacist | | | |
| Q19 | <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. | 0.00/0.00 | 0.00 | |
| Add necessary GROW coaching comments below | > SM and Rxrn to go over Med B audit procedures with TM | | | |
| Workforce Planning | > Detail plan with SM and RXM in the community and how to improve services | 0.00/0.00 | 0.00 | |
| Questions regarding workforce planning may include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? | | | | |
| Q20 | <ul style="list-style-type: none"> What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ | Not discussed | 0.00/0.00 | 0.00 |
| Have a coaching discussion with your SM on ways to address workforce planning issues. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Pharmacy Operational Deep Dive | | 0.00/0.00 | 0.00 | |
| Pharmacy Department CNO- Experience, Execution and Efficiency | | 0.00/0.00 | 0.00 | |
| | (3) Achieving Expectations | | | |
| | <ul style="list-style-type: none"> Waiting area clean In/out-window clutter free Immunization area is clean and sterile Minimal outs in the ask your pharmacist section All signage up to date Department is generally organized Product off of floor and 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 | | | |
| Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to: | | | | |
| Q21 | <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? | all above tasks is compliant with the grading of achieving expectations | 0.00/0.00 | 0.00 |
| Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |

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(food/drink) and is clean
 • DPI records are put away and secured properly
 • Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve
 Consistent Pharmacy consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22
 • In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
 • In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments
 • In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days
 Reviewd customer scorecard with SM and RPH to review wins and go over opportunities to improve and action planning. all Pharmacy patient care metrics are at or above goals
 0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23
 • Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
 • Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
 • Has the Rx Smart Count been completed for each of the last seven days?
 • Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
 • Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
 • Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
 • Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
 • Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
 • Is the store completing bin reconciliation? (expectation is one per week)
 • Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?
 Review aged and call list review queues and spot check WCB and checked outdates to test strips. All are compliant. Reviewed returns for consistency on a monthly basis in as 400 which they are. reviewed sharps returns paper work and all are compliant
 0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24
 • Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
 • Are pharmacy price modifies reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifies?
 • Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
 • Is the store utilizing amber vials before using stock bottles when filling prescriptions?
 • Are Rx refunds and 3rd party charge backs properly reviewed and handled?
 • Is Rx hazardous waste being properly handled?
 • Are the correct procedures being followed for SDLs?
 not reviewed 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84
 • C-II Cabinet locked and the key controlled by a pharmacist.
 • CII drugs being promptly returned to cabinet after prescription filled.
 • Spare pharmacy and C-II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
 • Door combination different than other doors in the store.
 • No food or drink in the pharmacy refrigerator.
 • No jackets, purses or backpacks etc.
 CII and fridge are compliant 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?

| | | | |
|-----|---|-----------|------|
| Q25 | <ul style="list-style-type: none"> Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
|-----|---|-----------|------|

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

| | | | | |
|-----|---|---|-----------|------|
| Q92 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | Review and asked RPH and technician the process and procedures on GFD and reviewed at random the CII hard copy box with script and forms. All are compliant | 0.00/0.00 | 0.00 |
|-----|---|---|-----------|------|

(3) Achieving Expectations

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|-----|---|--|-----------|------|
| Q93 | <ul style="list-style-type: none"> Product off of floor and 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 Some inventory procedures are being followed Deletes are being done, but not daily Bin reconciliation is completed, but not consistently | Pharmacy is overall CNO and work station is neat and organized. operationally is cno | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

| | | | | | |
|-----|---|------------|------------------------|-----------|------|
| Q78 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|------------------------|-----------|------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | | | |
|-----|---|--|------------------------|----------------|
| | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | |
| Q26 | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | Reviewed and observed patient counseling and engagement is good in the pharmacy | 0.00/0.00 | 0.00 |
| | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | |
| | Over the course of the last several visits, how has the rating changed? | | | |
| Q79 | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | Consistent | Pharmacy is consistent | 0.00/0.00 0.00 |
| | Add necessary GROW coaching comments and document the discussed items in the comments box below | | | |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| Q28 | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | not discussed | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | none observed | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | Asked RPH, SM and technician if any business has ask for services from your store and any detailing to be made in the future. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | bathrooms are clean | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |

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|---|--|--|--|-----------|------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 | |
| Operating Statements and IMPROVE Scorecards | | | 0.00/0.00 | 0.00 | |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVE scorecards. | SM and Rxm do weekly and Monthly talk reviewing operating statements and performance metrics via the customer scorecard to review wins and go over opportunities to access improvement | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | (2) | one area of improvement they can do to detail businesses and promote services and review adherence calls | 0.00/0.00 | 0.00 |
| Q80 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Remains a development opportunity | action plan needed on item quesiton #27 | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | | |
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <ul style="list-style-type: none"> Store merchandised for customer Store merchandised per Customer Plan Promo locations filled and signed Acceptable basic department outs Promoting pharmacy services Completing outbound calls (adherence, RTS etc.) | well merchandise and instock is good. Also customer merchandising plan is followed when possible | 0.00/0.00 | 0.00 |
| Q81 | Over the course of the last several visits, how has the rating changed? If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | store is consistent | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 | |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 | |
| Q62 | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. Examples include but are not limited to the following: <ul style="list-style-type: none"> Quality, Exception Queue Management issues, Adherence Work-flow, Productivity, Pharmacy Condition Execution, Generic Efficiency Outreach, Services (specialty etc.) Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | exception queues are maintained, Pharmacy condition is cno Areas of improvement and to be reviewed are adherence calls which were " 0" the last two weeks . Also outreach services | 0.00/0.00 | 0.00 | |

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| | to have a plan to promote | | |
| | Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area | | |
| | Examples include but are not limited to the following: | | |
| Q63 | <ul style="list-style-type: none"> Adherence, Acquisitions (Med D & Med B), Services Specialty at retail, Immunization, Healthcare Clinics | N/a | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Ask the store manager to discuss key takeaways from the DM visit | > 90 days review reports with RX TMs | |
| Q64 | <ul style="list-style-type: none"> What are the actionable items you will drive in the upcoming weeks? What did you get out of the visit today? (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | > Detailing community to promote services > Med B audit procedures with TMs | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 0.00 |
| Q65 | List store strengths discussed with the SM/RXM | > good engagement > good communication and with TM both FE and RX > Open to ideas and opinions > Coaching moment with RX TMs on 90 day | 0.00/0.00 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | > Med B Audit procedures > Detailing plan with SM and RXM > Med B audit > Go over June Initiative plan with FE and RX TMs > 90 day report on efficiency | 0.00/0.00 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | | 0.00/0.00 0.00 |
| | RxM Core Competencies | | 0.00/0.00 0.00 |
| | Pharmacy Manager Core Competencies | | 0.00/0.00 0.00 |
| | Operations/Business Leadership | Plan to improve business through detailing and promoting services in the community. | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. | Review opportunities in operating statements and performance scorecard metrics and action plan to improve > encourages communication with all TMs > Elicit ideas and opinions from TMs > promotes engagement | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | People Leadership | embrace change and communicate consistency among TM to ensure all are on the same page corporately and operationally within the pharmacy | |
| Q70 | <ul style="list-style-type: none"> 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 |
| | Document your conversation in the comment box below. | | |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Customer Leadership | developes solutions to customer issues within the store | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. | | 0.00/0.00 0.00 |
| | Document your conversation in the comment box below. | | |
| | Healthy, Happy, and Creating Value Together | | |
| | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. | | |

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| Q73 | <ul style="list-style-type: none"> Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| Functional Competency | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively | 0.00/0.00 | 0.00 |
| Document your conversation in the comment box below. | | | |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). | 0.00/0.00 | 0.00 |
| Add necessary GROW coaching comments below | | | |
| Benefits, Concerns and next Steps | | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| <p>> promotes patient counseling and taking care the patient</p> <p>> pharmacist maintains efficiency and expertise in the pharmacies</p> <p>spoke with store manager about her top talent in the pharmacy. Spoke to the SM to have him Marco and the SM present during my recognition of her top talent and also to mention his elected employee of the month</p> | | | |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| <p>> Med B update</p> <p>> Customer card review with SM and Rph</p> <p>> Marco's recognition by the DM</p> <p>> Having John Sims present during my walk</p> <p>IWIK how to solve Medicare BAudit with next steps</p> <p>> RXM to show efficiency report of 90 day to RPH</p> <p>> DM to find out the goals for 90 Day efficiency report</p> <p>> Show RX TM and FE TM the Med B accreditation procedures</p> <p>> SM and RXM have a detailing plan to promote services in the community</p> <p>> Review Adherence calls the last two weeks none.</p> | | | |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

02153 - Ramoncito Salonga, MGR

Participant : Buenos R Selor / SM / RXM / DM
Auditor Role :
Auditor Department : District
Response Date : Tue 06/07/2016 14:45 Central Daylight Time

| Questionnaire | Tue 06/07/2016 14:45 Central Daylight Time | Comments | Points/Total | Score(%) |
|--|--|--|----------------|------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.0/0.0 | 0.0 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | Objective of todays visit: | | |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | > June Initiative > Med B and Cii audit > Out reach program > NPS > Frontier | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | Discuss with SM and RXM 5mm and how cascading information is performed. RXM cascade once a week on a consistant basis and daily as needed to discuss compass messages, mention performance metrics to RX TM on how the pharmacy is doing.. | | |
| Q15 | <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | Peer Recognition is given by the SM and RXM To TM in the pharmacy. Mainly Leadership to Technicians. | 0.00/0.00 | 0.00 |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | (3) Achieving Expectations | 0.00/0.00 | 0.00 |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds | | |

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| <p>Q16 Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>to customer needs.</p> <ul style="list-style-type: none"> • Demonstrates an appreciation for customers through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns). • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). <p>SM and I observed proactive counseling by RXM and customer service to patients for OTC recommendation. Pharmacy has great NPS scores that is indicative to what I observed today</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q76 Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below</p> | <p>Consistent Pharmacy is consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Objectives and Discussion with SM</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>District Update</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Q17 Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Today:</p> <ul style="list-style-type: none"> > GO over Med D audit procedures > Go scorecard with RXM and SM > June Initiative > Store detailing > Frontier and how it relates to Pharmacy | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Follow-Ups from Previous Visits</p> | | <p>0.00/0.00</p> | <p>0.00</p> |
| <p>Confidential</p> | <p>>90 Day is close to hitting their goal, one of 3</p> | | |

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| <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <p>Q18</p> <ul style="list-style-type: none"> How is the store progressing? If not, understand why. What are some next steps? <p>Add necessary GROW coaching comments below</p> | | <p>stores in the district that is performing well.</p> <p>> Need to prepare for the Med B audit and pull outdated on test trips.</p> <p>> communicate the June's initiative to RPH and RX TM</p> <p>> Go over 90 day efficiency report with RX TM</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <p>Q19</p> <ul style="list-style-type: none"> Agree upon next steps Confirm and document next touch point to discuss progress against plans. <p>Add necessary GROW coaching comments below</p> | | <p>as stated above</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Workforce Planning</p> | | <p>0.00/0.00</p> <p>0.00</p> | |
| <p>Questions regarding workforce planning may include, but are not limited to:</p> <ul style="list-style-type: none"> How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs? How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled) How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training? What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps? What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume) What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted? Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/ <p>Q20</p> <p>Have a coaching discussion with your SM on ways to address workforce planning issues.</p> <p>Add necessary GROW coaching comments below</p> | | <p>not discussed</p> | <p>0.00/0.00</p> <p>0.00</p> |
| <p>Pharmacy Operational Deep Dive</p> | | <p>0.00/0.00</p> <p>0.00</p> | |
| <p>Pharmacy Department CNO- Experience, Execution and Efficiency</p> | | <p>0.00/0.00</p> <p>0.00</p> | |

(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 signage up to date
- Department is generally organized
- Product off of floor and 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

Pharmacy department is reasonably cno, exit door are clear and free from obstruction. signage is up and current

| | | | |
|--|--|--|------------------------------|
| <p>Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:</p> <ul style="list-style-type: none"> In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard? In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean? Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs? Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location? Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs? Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc) Is the sharp container stored inside the pharmacy when not in use? <p>Q21</p> <p>Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | | | <p>0.00/0.00</p> <p>0.00</p> |
|--|--|--|------------------------------|

- clean
- DPI records are put away and secured properly
- Drive thru area is CNO

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent Pharmacy is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments below

Pharmacy Operations- Execution and Efficiency 0.00/0.00 0.00

Potential questions / areas of focus to assess pharmacy operations include, but not limited to:

Q22

- In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures
- In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, immunization Assessments
- In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days

Review Customer score card with Store Manager and RXM to go over wins and opportunities and develop action plans to improve. All patient care metrics are at goal and above, one exception of Ntt call at 70% but have not receive a list of patients in the last 6 weeks.

0.00/0.00 0.00

In what ways is the pharmacy following proper inventory control procedures, including:

Q23

- Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report)
- Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims)
- Has the Rx Smart Count been completed for each of the last seven days?
- Is the store pharmacy's track order changes less than or equal to 3% in the most recent period?
- Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report)
- Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired?
- Is the patient's name removed and an expiration date on all return to stock medications in amber vials?
- Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days?
- Is the store completing bin reconciliation? (expectation is one per week)
- Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10?

Reviewed with SM all Queues, randomly checked WCB for any 12 days or older scripts, review test strips, Reviewed rx returns all are compliant and cno

0.00/0.00 0.00

Add necessary GROW coaching comments below

Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures 0.00/0.00 0.00

Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to:

In what ways is store leadership reviewing key metrics on the AP Dashboard weekly?

Q24

- Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly?
- Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers?
- Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately?
- Is the store utilizing amber vials before using stock bottles when filling prescriptions?
- Are Rx refunds and 3rd party charge backs properly reviewed and handled?
- Is Rx hazardous waste being properly handled?
- Are the correct procedures being followed for SDLs?

no reviewed 0.00/0.00 0.00

Add necessary GROW coaching comments below

In what ways are proper security procedures being followed in the pharmacy, including

Q84

- C -II Cabinet locked and the key controlled by a pharmacist.
- CII drugs being promptly returned to cabinet after prescription filled.
- Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe.
- Door combination different than other doors in the store.
- No food or drink in the pharmacy refrigerator.
- No jackets, purses or backpacks etc.

CII cabinet and Fridge is cno and secured 0.00/0.00 0.00

Add necessary GROW coaching comments below

Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies 0.00/0.00 0.00

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
- Are all pharmacists signing the Rx Activity log books or Transaction Journals?
- Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations?
- For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped.
- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Add necessary GROW coaching comments below

Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Potential questions include, but are not limited to:

- Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)?
- Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.)
- Do all pharmacists have access to the state's PDMP website?
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- Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013?
- Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year?
- Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office?
- Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities?

Reviewed with SM and RXM the process and procedure of CII GFD and randomly viewed examples of the process

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

the above grading of achieving expectations is correctly given

Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. 0.00/0.00 0.00

Over the course of the last several visits, how has the rating changed?

Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve Consistent Pharmacy is consistent 0.00/0.00 0.00

Add necessary GROW coaching comments and document the discussed items in the comments

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|------------------|---|--|------------------------|-----------|------|
| box below | | | | | |
| Pharmacy Quality | | | 0.00/0.00 | 0.00 | |
| | | (3) Achieving Expectations | | | |
| | | <ul style="list-style-type: none"> All STARS cases are complete Peer reviews are completed DPI records are put away and secured properly Consultations are consistently offered and provided to patients Team members are having quality conversations some of the time | | | |
| | Potential questions / areas of focus to assess pharmacy quality include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Is the staff regularly reviewing open STARS cases? Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? Have all internal events reports been completed and documented? Are Rx team members having quality conversations with patients on medications? Are pharmacists proactively counseling patients? Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | Pharmacy is compliant with STARS and PEER reviews | 0.00/0.00 | 0.00 | |
| Q26 | Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | | | |
| | Over the course of the last several visits, how has the rating changed? | | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | Pharmacy is consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, Immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | not discussed | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | N/A | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How are team members informing customers of available clinic services at this location? | Observed | | | |
| Q85 | <ul style="list-style-type: none"> In-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | Pharmacist took the time to go out of the pharmacy to help a customer with an OTC item | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | No referrals to the pharmacy. A detail plan by SM and RXM to detail community to promote walgreens services | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | | |
| | How is store leadership providing operational support? | | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. | bathroom and breakroom cnc | | 0.00/0.00 | 0.00 |

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- Introduction of services to team members.

Add necessary GROW coaching comments below

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|--|---|---|-----------|------|
| Business Performance and Sales | | | 0.00/0.00 | 0.00 |
| Operating Statements and IMPROVe Scorecards | | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | SM and RXM need to be more consistant in cascading and reviewing financial information and going over performance metrics in the pharmacy | | |
| Q30 | <ul style="list-style-type: none"> • Is the SM able to effectively connect operational processes with key financial and performance metrics? • Is financial acumen a development opportunity for store leadership? <p>Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve.</p> <p>Discuss with SM on how to use available reports and tools to drive incremental FE sales.</p> <p>Assess SM understanding of the following available reports and how they can use them to drive sales:</p> | | 0.00/0.00 | 0.00 |
| Q32 | <ul style="list-style-type: none"> • Key seasonal time phase and Non-basic direct sales item sales report (BACON report) • Best item best store and Top 50 reports • Department trend report and Front end sales driver <p>Add necessary GROW coaching comments below</p> | N/A | 0.00/0.00 | 0.00 |
| Q33 | <p>Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | 0.00/0.00 | 0.00 |
| Q80 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Q34 | <p>Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> <p>Over the course of the last several visits, how has the rating changed?</p> | (2) | 0.00/0.00 | 0.00 |
| Q81 | <p>If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> <p>Add necessary GROW coaching comments and document the discussed items in the comments box below</p> | Remains a development opportunity | 0.00/0.00 | 0.00 |
| Overall Pharmacy Assessment | | | 0.00/0.00 | 0.00 |
| Pharmacy strengths and opportunities | | | 0.00/0.00 | 0.00 |
| | Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area. | strengths of exception queues being completed and worked within the time parameters, Pharmacy condition is reasonable | | |
| Q62 | <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifies, HRxD, etc.) <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Q63 | <p>Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area</p> <p>Examples include but are not limited to the following:</p> <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics <p>Document your conversation in the comment box below.</p> | develop detailing plan to promote business to the pharmacy that is mentioned in previous questions | 0.00/0.00 | 0.00 |
| Q64 | <p>Ask the store manager to discuss key takeaways from the DM visit</p> <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) <p>Document your conversation in the comment box below.</p> | >improve merchandising on the floor and promo aisle > upscale and verbiage on 90 day pull through > Med B prep | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | | 0.00/0.00 | 0.00 |
| Engagement, Experience, Execution and Efficiency Review | | > good communicator > good | 0.00/0.00 | 0.00 |

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| Q65 | List store strengths discussed with the SM/RXM | engagement > elicit opinions and ideas from TM's > detailing plan to promote service in the community | 0.00/0.00 | 0.00 |
| Q66 | List store opportunities discussed with the SM/RXM | > communicate 90 day verbiage and efficiency > promote June Initiative within the store > Med B audit and CII audit | 0.00/0.00 | 0.00 |
| Q67 | List key focus areas discussed with the SM/RXM | > 90 day process and procedure to TM | 0.00/0.00 | 0.00 |
| RxM Core Competencies | | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | | |
| Q69 | <ul style="list-style-type: none"> Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | create business within his community as an opportunity and improvement to his business | 0.00/0.00 | 0.00 |
| People Leadership | | | | |
| Q70 | <ul style="list-style-type: none"> Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | > promotes communication between TM and Leadership > elicit ideas and opinions from TM's > promotes engagement | 0.00/0.00 | 0.00 |
| Strategic Leadership | | | | |
| Q71 | <ul style="list-style-type: none"> Leads change by challenging the status quo through identifying and trying out new ideas and approaches. Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | embraces change and communicate change to TM to be on the same page with corporate programs | 0.00/0.00 | 0.00 |
| Customer Leadership | | | | |
| Q72 | <ul style="list-style-type: none"> Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | has solutions to all customer service issues and solves with urgency | 0.00/0.00 | 0.00 |
| Healthy, Happy, and Creating Value Together | | | | |
| Q73 | <ul style="list-style-type: none"> Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | | 0.00/0.00 | 0.00 |
| Functional Competency | | | | |
| Q74 | <ul style="list-style-type: none"> Counsels Patients Effectively Maintains Pharmacy Expertise Manages Time Effectively <p>Document your conversation in the comment box below.</p> | > counsels patients effectively > Helps patients with OTC and come out of the Pharmacy to ensure patient care | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | | 0.00/0.00 | 0.00 |
| Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | | | |
| Q75 | <ul style="list-style-type: none"> How are you identifying your top talent? In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) What challenges are you having with your low performers? In what ways are you using GROW to coach low performers? How are you using the discipline processes to performance manage low performers? How is the SM progressing against his/her developmental goals? Discuss career aspirations and how SM and DM can help in achieving those goals. Discuss how the SM is recognizing Pharmacy team members Discuss with the SM about his/her weekly meetings with the RxM Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | high performers none to be mentioned | 0.00/0.00 | 0.00 |
| Benefits, Concerns and next Steps | | | 0.00/0.00 | 0.00 |

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| Benefits, Concerns and next Steps. | | 0.00/0.00 | 0.00 |
| Q89 List the key benefits from the perspective of the manager | <ul style="list-style-type: none"> > positive feedback on performance metrics with the pharmacy > Ed helping a customer on the floor > taking the time to work with ED LEE for the first time | 0.00/0.00 | 0.00 |
| Q90 List the key concerns from the perspective of the manager. | <ul style="list-style-type: none"> > How to get technicians to promote waiters > How to improve sig and DRE percentages > How to keep servers cool from the other fridgeration units > Find out why NTT call on scorecards has not data for 6 weeks | 0.00/0.00 | 0.00 |
| Q91 Review and list Follow-up items and agreed upon next steps to address in the following visits | <ul style="list-style-type: none"> > T o increase waiter percentages in the pharmacy > Remove test strips 6 months on less for Med D audit > How to get technicians to use the correct verbiage to patients for 90 day | 0.00/0.00 | 0.00 |

Store Walk Summary : District Manager Pharmacy FY16

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Bonnie, David
Auditor Role : Corporate View Only
Auditor Department : District
Response Date : Tue 06/07/2016 11:00 Central Daylight Time

| Questionnaire | Tue 06/07/2016 11:00 Central Daylight Time | Comments | Points/Total | Score(%) |
|---|--|---|------------------|-------------|
| DM_RX_VISIT_FY16 - District Manager Pharmacy FY16 | | | 0.00/0.00 | 0.00 |
| Question | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Objectives of visit | | | 0.00/0.00 | 0.00 |
| Q88 Prior to the visit utilize the comment box below to document your clear objectives. | | Review Key Rx Metrics NTT and VBPT Connect and Protect Medicare B Accreditation | 0.00/0.00 | 0.00 |
| Overall Store Assessment | | | 0.00/0.00 | 0.00 |
| Team Member Engagement | | | 0.00/0.00 | 0.00 |
| Use GROW as appropriate and assess team member engagement in the following areas which include, but are not limited to: | | | | |
| <ul style="list-style-type: none"> What was covered in your most recent Five Minute Meeting? What was shared with pharmacy team members? What are the goals for the day/week? In what ways do you think you can contribute to the company's purpose and focus? How can you help live our brand promise and be a brand ambassador every day? How does the manager or pharmacy manager demonstrate that they are brand ambassadors? How does the manager or pharmacy manager leverage the cultural belief accelerator tools? How is the store manager recognizing team members for doing their best work? | | | | |
| Q15 How is the store manager taking this opportunity to use focused recognition to drive the cultural beliefs? | | | 0.00/0.00 | 0.00 |
| <ul style="list-style-type: none"> How is the store manager encouraging peer to peer recognition? How did you receive results from the most recent engagement survey? How did you participate or have knowledge of the store's action plan? What kind of opportunities do you have to express your opinions? How do store leaders demonstrate and support our commitment to safety culture and procedures? | | | | |
| If team member engagement is a development opportunity, have a coaching discussion with your SM on ways to improve team member engagement. | | | | |
| Add necessary GROW coaching comments below | | | | |
| Customer Care | | | 0.00/0.00 | 0.00 |
| | | (3) Achieving Expectations | | |
| | | <ul style="list-style-type: none"> Uses branded salutations in a sincere manner (smiled and made eye contact when appropriate). Approaches customers proactively and offers to assist them with their shopping experience. Anticipates and responds to customer needs. Demonstrates an appreciation for customers | | |

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|-----------------------------------|--|--|-----------|------|
| Q16 | Provide an overall rating of the customer service/experience in the pharmacy. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | <p>through communications and behavior (e.g. acknowledging waiting customers, requesting assistance to avoid unnecessary delays, addressing common customer concerns).</p> <ul style="list-style-type: none"> • Maintains composure and assists customers during difficult situations. • Appropriately responding to EAS entrance and exit alarms • Leverages available tools to identify solutions and resolve standard customer issues (e.g. meet the customer's need during an OOS situation by offering to check with another store, order the item online, substitute another item, etc.). | 0.00/0.00 | 0.00 |
| Q76 | Over the course of the last several visits, how has the rating changed? Add necessary GROW coaching comments below | Consistent | 0.00/0.00 | 0.00 |
| Objectives and Discussion with SM | | | 0.00/0.00 | 0.00 |
| District Update | | | 0.00/0.00 | 0.00 |
| Q17 | <p>Use GROW as appropriate and have a two way discussion with the store manager and review your objectives for the visit today:</p> <ul style="list-style-type: none"> • What would you like to accomplish during today's visit? • What questions do you have for me? What questions do you have on the recent district update or area wrap up? • Discuss handling of customer/patient complaints • What challenges/areas of concern can I provide additional guidance for during the visit? | <p>Question on vaccine placement in the refrigerator I got tested flyers Rx brochure rack Meet your RPH picture</p> | 0.00/0.00 | 0.00 |
| Follow-Ups from Previous Visits | | | 0.00/0.00 | 0.00 |
| Q18 | <p>Review progress against agreed upon opportunity items from previous visits (e.g., brand consistency, Five Minute Meetings, daily task lists/notes, Customer Service/Experience behaviors, performance management, and any other)</p> <ul style="list-style-type: none"> • How is the store progressing? If not, understand why. • What are some next steps? <p>Add necessary GROW coaching comments below</p> | <p>Hang the brochure rack Bonnie: Pharmacist Recommend Picture on the rack: ask RPH if OK</p> | 0.00/0.00 | 0.00 |
| Q19 | <p>Discuss with SM any improvement steps that were discussed between the DM and Area leaders (DPR or HCS) during store visit reviews, Business Performance Management (BPM) meeting, or Area staff meetings</p> <ul style="list-style-type: none"> • Agree upon next steps | <p>Bonnie: Hang the brochure rack Bonnie: Pharmacist Recommend Picture on the</p> | 0.00/0.00 | 0.00 |

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- Confirm and document next touch point to discuss progress against plans.

rack: ask RPH if OK
Bonnie: Remove expired Rx signs and replace with new

Add necessary GROW coaching comments below

Workforce Planning

0.00/0.00 0.00

Questions regarding workforce planning may include, but are not limited to:

- How are you progressing with workforce planning? How is the pharmacy using flexible workforce to meet our business needs?
- How are we cross-training team members to support other departments? What issues or concerns exist? (e.g., short or overstaffed, vacation or disability coverage, holiday scheduling, demand vs. scheduled)
- How are you progressing with the status of required trainings completed by store team members? Are there team members with overdue training?
- What degree of turnover are you anticipating? What actions are you taking to address any immediate hiring needs? Are you taking any actions to identify and address training opportunities/gaps?
- What scheduling exceptions against business needs exist? (i.e., two weeks out, fair scheduling, schedules vary by day of week to match script volume)
- What are the steps the store manager is taking to ensure both Front End and Rx budgets are fully adopted?
- Discuss causes of budget variances and discuss any EAVs approved and plan to eliminate EAVs in future periods/

New hire csa to start soon with training, will have tech license by Sept or Oct

0.00/0.00 0.00

Q20

Have a coaching discussion with your SM on ways to address workforce planning issues.

Add necessary GROW coaching comments below

Pharmacy Operational Deep Dive

0.00/0.00 0.00

Pharmacy Department CNO- Experience, Execution and 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 signage up to date
- Department is generally organized
- Product off of floor and 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

Potential questions / areas of focus to assess CNO of pharmacy department include, but not limited to:

- In what ways do pharmacy team members have a clean, professional appearance and are dress code appropriate, including name badge/lanyard?
- In what ways is the pharmacy CNO? Is the pharmacy waiting area neat and clean?
- Is the diagnostic section or the "Ask your pharmacist" section set to piano? In what ways are we taking steps to minimize outs?
- Are all team members' licenses up to date and displayed appropriately, including team members from the front end that assist in pharmacy and relief pharmacists whose home-store is out of this location?
- Does the pharmacy have any equipment in need of repair, including the drive thru? Are tickets open and up to date for equipment repairs?
- Are step stools available and being properly utilized? Are there any trip hazards present? (cords, torn mats, ABC totes...etc)
- Is the sharp container stored inside the pharmacy when not in use?

No pennies at register

0.00/0.00 0.00

Q21

Provide an overall rating of the Pharmacy condition. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

Q77 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

Consistent

0.00/0.00 0.00

Add necessary GROW coaching comments below

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| | | | |
|-----|---|-----------|------|
| | Pharmacy Operations- Execution and Efficiency | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess pharmacy operations include, but not limited to: | | |
| Q22 | <ul style="list-style-type: none"> In what ways is the store following proper pharmacy SOPs including: in-window, out-window, and fill station procedures In what ways is the store executing on operational aspects of the prescription-generating programs? – e.g., Specialty at Retail, New to Therapy calls, New to Therapy face to face consultations, Return to Stock Calls, Immunization Assessments In what way is the pharmacy reviewing their Exception Queue? All exceptions have comments and date entered is less than seven days | 0.00/0.00 | 0.00 |
| | In what ways is the pharmacy following proper inventory control procedures, including: | | |
| Q23 | <ul style="list-style-type: none"> Completing their deletes daily? (expectation is seven days per week – Log into IC+ > Work Queue > Options > Deleted Aged Rx Report) Has the store consistently completed their weekly Rx return – i.e., weekly auto vendor return (ABC), monthly CII/sharps return to Genco, monthly entries for salvage returns to Windsor (Log into AS/400 > Claims) Has the Rx Smart Count been completed for each of the last seven days? Is the store pharmacy's track order changes less than or equal to 3% in the most recent period? Is the store completing their Return to Stock Call List? (expectation is seven days per week – Log into IC+ > Reports > Deleted Aged Rx Report) Randomly select 5 diabetic testing supplies in the ask your pharmacist section. Were any of the items expired? Is the patient's name removed and an expiration date on all return to stock medications in amber vials? Randomly select 5 ready bins. Are there scripts that have been ready for longer than 12 days? Is the store completing bin reconciliation? (expectation is one per week) Does the pharmacy have a printed copy of annual controlled substance inventory with certificate page stored in the pharmacy record keeping system in file #10? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Asset Protection: Use GROW as appropriate and work with the SM to assess how store leadership engages and ensures asset protection measures | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess execution of asset protection procedures include, but not limited to: | | |
| | In what ways is store leadership reviewing key metrics on the AP Dashboard weekly? | | |
| Q24 | <ul style="list-style-type: none"> Are employee metrics (including cash handling) for Rx staff reviewed and addressed regularly? Are pharmacy price modifiers reviewed and addressed appropriately? Is the store using ACOB billing when appropriate to avoid RX price modifiers? Are Rx returns No credit being reviewed to identify procedural concerns and addressed appropriately? Is the store utilizing amber vials before using stock bottles when filling prescriptions? Are Rx refunds and 3rd party charge backs properly reviewed and handled? Is Rx hazardous waste being properly handled? Are the correct procedures being followed for SDLs? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | In what ways are proper security procedures being followed in the pharmacy, including | | |
| Q84 | <ul style="list-style-type: none"> C -II Cabinet locked and the key controlled by a pharmacist. CII drugs being promptly returned to cabinet after prescription filled. Spare pharmacy and C -II cabinet key stored in the sealed vial and maintained, along with a log, in the store safe. Door combination different than other doors in the store. No food or drink in the pharmacy refrigerator. No jackets, purses or backpacks etc. | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Rx Integrity: Use GROW as appropriate and work with the SM to review whether the pharmacy is following the proper policies | 0.00/0.00 | 0.00 |
| | Potential questions include, but are not limited to: | | |
| Q25 | <ul style="list-style-type: none"> Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) Do all pharmacists have access to the state's PDMP website? Are all pharmacists signing the Rx Activity log books or Transaction Journals? Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | |
| | Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | |
| | Potential questions include, but are not limited to: | | |

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| <ul style="list-style-type: none"> • Has the pharmacy staff completed the most current LMS Annual Good Faith Dispensing training (including new hires)? • Is the pharmacy following the Good Faith Dispensing (GFD) and Target Drug Good Faith Dispensing (TD GFD) policies? (Check the Refusal folder for documentation of Good Faith efforts.) • Do all pharmacists have access to the state's PDMP website? • Are all pharmacists signing the Rx Activity log books or Transaction Journals? • Are all pharmacists signing/dating controlled substance invoices and executing DEA 222s according to state and federal regulations? | <ul style="list-style-type: none"> • For C2 returns, review DEA 222 forms to confirm that the DEA number is written in the "Suppliers Registration No.," a quantity is written in the "Packages Shipped Column" and date is written in the "Date Shipped" column for each NDC being shipped. • Are stickers affixed to the back of all filed controlled substance prescriptions filled on or after June 11, 2013? • Has the pharmacy maintained original hardcopy controlled substance prescriptions on file for the last 10 years plus the current year? • Has the store acknowledged the most current PSE policy and have it posted in the pharmacy and have one copy on file in the office? • Has the store reviewed the Good Citizenship section of the policy relating to the awareness of suspicious activities? | <p>0.00/0.00</p> | <p>0.00</p> |
|--|---|------------------|-------------|

(3) Achieving Expectations

- Product off of floor and 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
- Some inventory procedures are being followed
- Deletes are being done, but not daily
- Bin reconciliation is completed, but not consistently

| | | |
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| <p>Q93 Provide an overall rating of the Pharmacy operations. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.</p> | <p>0.00/0.00</p> | <p>0.00</p> |
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Over the course of the last several visits, how has the rating changed?

| | | | |
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| <p>Q78 If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve</p> | <p>Consistent</p> | <p>0.00/0.00</p> | <p>0.00</p> |
|--|-------------------|------------------|-------------|

Add necessary GROW coaching comments and document the discussed items in the comments box below

| | | |
|-------------------------|------------------|-------------|
| <p>Pharmacy Quality</p> | <p>0.00/0.00</p> | <p>0.00</p> |
|-------------------------|------------------|-------------|

(3) Achieving Expectations

- All STARS cases are complete
- Peer reviews are completed
- DPI records are put away and secured properly
- Consultations are consistently offered and provided to patients
- Team

Potential questions / areas of focus to assess pharmacy quality include, but not limited to:

| | | |
|---|------------------|-------------|
| <ul style="list-style-type: none"> • Is the staff regularly reviewing open STARS cases? • Are the peer reviews being completed and reviewed monthly by everyone including store management? What was the last peer review topic? Was it written effectively? • Has the store pharmacy been identified in a recent monthly quality report? Has the store made progress against the quality action plan? • Have all internal events reports been completed and documented? • Are Rx team members having quality conversations with patients on medications? • Are pharmacists proactively counseling patients? • Are proper DPI boxes being utilized and are they stored in a secure location from the time they are sealed until loaded on the truck? | <p>0.00/0.00</p> | <p>0.00</p> |
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Provide an overall rating of the Pharmacy quality. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any.

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members are having quality conversations some of the time

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|-----|--|---|-----------|------|
| | Over the course of the last several visits, how has the rating changed? | | | |
| | If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve | | | |
| Q79 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
| | Other Healthcare Services | | 0.00/0.00 | 0.00 |
| | Other Specialty Pharmacy Services & Healthcare Clinics | | 0.00/0.00 | 0.00 |
| | Potential questions / areas of focus to assess other Specialty Pharmacy Services include, but not limited to: | | | |
| | <ul style="list-style-type: none"> Which Specialty Pharmacy Service(s) does this location provide? (e.g., HIV, Compounding, immunizations) Are all trainings in place and up to date in order to provide these services? If not, what have you done to address this? | | | |
| Q28 | <ul style="list-style-type: none"> Is the store promoting these Specialty Pharmacy Service(s)? (e.g., appropriate promotional signage displayed, cross promotion, doctor detailing) Is the store equipped with the proper products and equipment? If not, what have you done to address this? What is the number of patients the clinic is seeing and what is their goal? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Potential questions / areas of focus to assess HCC include, but not limited to: | | | |
| | How are team members greeting patients in HCC area and offering assistance? | | | |
| Q27 | <ul style="list-style-type: none"> Kiosk (Registration, check-in, look up wait times, scheduling appointment) Scheduling appointments when patient cannot be seen (lunch, long wait times, clinic schedule at capacity, clinic closed) Pharmacy staff is primarily responsible for greeting customers and store staff will perform task when pharmacy staff is not available | Keep BOP binder in Blue Tote so all RPH will know to look for it there during an inspection | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How are team members informing customers of available clinic services at this location? | | | |
| Q85 | <ul style="list-style-type: none"> in-aisle interactions; checking out customers at POS; prescription pick-ups at the Pharmacy | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | In what ways is store leadership engaging and communicating daily with the health care provider? | | | |
| Q86 | <ul style="list-style-type: none"> Any referrals from store/pharmacy team members Clinic staff are included in regular updates and meetings, as appropriate Manager is using customers and team members' feedback about clinic to address concerns What are the current business results and goals? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | How is store leadership providing operational support? | | | |
| Q87 | <ul style="list-style-type: none"> Bath room cleaning plan in place and followed; clinic floor cleaning is scheduled and completed; clinic waiting area is kept clean and organized. Cash pick up process in place. Service and equipment issues are handled promptly. Recognized marketing campaigns are fully executed. Introduction of services to team members. | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| | Business Performance and Sales | | 0.00/0.00 | 0.00 |
| | Operating Statements and IMPROVe Scorecards | | 0.00/0.00 | 0.00 |
| | Discuss how the store manager and RxM engages store leadership (ASM, RXM, ASM-T and SFL) and communicates store performance based on the most recent operating statement/IMPROVe scorecards. | | | |
| Q30 | <ul style="list-style-type: none"> Is the SM able to effectively connect operational processes with key financial and performance metrics? Is financial acumen a development opportunity for store leadership? | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below. List any opportunities and agreed upon action steps to improve. | | | |
| | Discuss with SM on how to use available reports and tools to drive incremental FE sales. | | | |
| | Assess SM understanding of the following available reports and how they can use them to drive sales: | | | |
| Q32 | <ul style="list-style-type: none"> Key seasonal time phase and Non-basic direct sales item sales report (BACON report) Best item best store and Top 50 reports Department trend report and Front end sales driver | | 0.00/0.00 | 0.00 |
| | Add necessary GROW coaching comments below | | | |
| Q33 | Provide an overall rating of how SM are building Rx Sales. Explain to the SM why the rating was | | 0.00/0.00 | 0.00 |

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given, including examples of exceptions or areas of concern, if any.

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

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|-----|---|------------|-----------|------|
| Q80 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

(3) Achieving Expectations

- Store merchandised for customer
- Store merchandised per Customer Plan
- Promo locations filled and signed
- Acceptable basic department outs
- Promoting pharmacy services
- Completing outbound calls (adherence, RTS etc.)

| | | | | |
|-----|---|--|-----------|------|
| Q34 | Provide an overall rating of how SM is building FE Sales. Explain to the SM why the rating was given, including examples of exceptions or areas of concern, if any. | | 0.00/0.00 | 0.00 |
|-----|---|--|-----------|------|

Over the course of the last several visits, how has the rating changed?

If the rating indicates a development opportunity, discuss with your SM to understand why and discuss ways to improve

| | | | | |
|-----|---|------------|-----------|------|
| Q81 | Add necessary GROW coaching comments and document the discussed items in the comments box below | Consistent | 0.00/0.00 | 0.00 |
|-----|---|------------|-----------|------|

Overall Pharmacy Assessment

| | | | | |
|--|--|--|-----------|------|
| | | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

Pharmacy strengths and opportunities

Discuss store's strengths and opportunities with regard to pharmacy operations, including the reasons why it is a strength/opportunity area.

Examples include but are not limited to the following:

| | | | | |
|-----|--|--|-----------|------|
| Q62 | <ul style="list-style-type: none"> • Quality, Exception Queue Management Issues, Adherence • Work-flow, Productivity, Pharmacy Condition • Execution, Generic Efficiency • Outreach, Services (specialty etc.) • Basic key shrink control (modifiers, HRxD, etc.) | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

Discuss store's strengths and opportunities with regard to Healthcare programs, including the reasons why it is a strength/opportunity area

Examples include but are not limited to the following:

| | | | | |
|-----|--|--|-----------|------|
| Q63 | <ul style="list-style-type: none"> • Adherence, Acquisitions (Med D & Med B), Services • Specialty at retail, Immunization, Healthcare Clinics | | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

Ask the store manager to discuss key takeaways from the DM visit

| | | | | |
|-----|--|--|-----------|------|
| Q64 | <ul style="list-style-type: none"> • What are the actionable items you will drive in the upcoming weeks? • What did you get out of the visit today? • (Ensure MGR's response is consistent with the intended messages and key takeaways the HCS was emphasizing during the visit) | Follow up items in Rx for signs, brochure rack, I got tested brochures should be displayed | 0.00/0.00 | 0.00 |
|-----|--|--|-----------|------|

Document your conversation in the comment box below.

| | | | | |
|--|--|--|-----------|------|
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|--|--|--|-----------|------|

| | | | | |
|--|---|--|-----------|------|
| | Engagement, Experience, Execution and Efficiency Review | | 0.00/0.00 | 0.00 |
|--|---|--|-----------|------|

| | | | | |
|-----|--|-----------------------------------|-----------|------|
| Q65 | List store strengths discussed with the SM/RXM | All other Rx metrics are on track | 0.00/0.00 | 0.00 |
|-----|--|-----------------------------------|-----------|------|

| | | | | |
|-----|--|---|-----------|------|
| Q66 | List store opportunities discussed with the SM/RXM | NTT calls need to be completed. Try different times of the day VBPT | 0.00/0.00 | 0.00 |
|-----|--|---|-----------|------|

| | | | | |
|-----|--|--------------------------|-----------|------|
| Q67 | List key focus areas discussed with the SM/RXM | NTT, connect and protect | 0.00/0.00 | 0.00 |
|-----|--|--------------------------|-----------|------|

RxM Core Competencies

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| | | | |
|---|---|-----------|------|
| | | 0.00/0.00 | 0.00 |
| Pharmacy Manager Core Competencies | | 0.00/0.00 | 0.00 |
| Operations/Business Leadership | | | |
| Q69 | <ul style="list-style-type: none"> • Maintains a broad knowledge of global, industry, competitor events; leveraging financial indicators to drive and hold self and others responsible for achieving business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | People Leadership | | |
| Q70 | <ul style="list-style-type: none"> • Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Strategic Leadership | | |
| Q71 | <ul style="list-style-type: none"> • Leads change by challenging the status quo through identifying and trying out new ideas and approaches. • Adjusts to accommodate to changing and unstructured circumstances to achieve business results. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Customer Leadership | | |
| Q72 | <ul style="list-style-type: none"> • Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Healthy, Happy, and Creating Value Together | | |
| Q73 | <ul style="list-style-type: none"> • Is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the company. <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| | Functional Competency | | |
| Q74 | <ul style="list-style-type: none"> • Counseis Patients Effectively • Maintains Pharmacy Expertise • Manages Time Effectively <p>Document your conversation in the comment box below.</p> | 0.00/0.00 | 0.00 |
| 1:1 Coaching/Feedback session with Store Leadership | | 0.00/0.00 | 0.00 |
| 1:1 Meetings | | 0.00/0.00 | 0.00 |
| | Have 1:1, open-ended conversations with SM and select store leaders (RxM, ASM, ASM-Ts). Discussion topics may include, but not limited to the following: | | |
| Q75 | <ul style="list-style-type: none"> • How are you identifying your top talent? • In what ways are you developing your teams? (e.g., stretch assignments, developmental roles/experiences) • What challenges are you having with your low performers? • In what ways are you using GROW to coach low performers? • How are you using the discipline processes to performance manage low performers? • How is the SM progressing against his/her developmental goals? • Discuss career aspirations and how SM and DM can help in achieving those goals. • Discuss how the SM is recognizing Pharmacy team members • Discuss with the SM about his/her weekly meetings with the RxM • Solicit feedback on how field leadership is doing (i.e., feedback on programs, level of support/guidance, communication). <p>Add necessary GROW coaching comments below</p> | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps | 0.00/0.00 | 0.00 |
| | Benefits, Concerns and next Steps. | 0.00/0.00 | 0.00 |
| Q89 | List the key benefits from the perspective of the manager | 0.00/0.00 | 0.00 |
| Q90 | List the key concerns from the perspective of the manager. | 0.00/0.00 | 0.00 |
| Q91 | Review and list Follow-up items and agreed upon next steps to address in the following visits | 0.00/0.00 | 0.00 |
| | MGR Next Steps: Hang the brochure rack Pharmacist Recommend Picture on the rack: ask RPH if OK Meet your RPH picture Replace expired signs in waiting room | | |
| | RxM: focus on NTT and VBPT: try to call patients in the evenings, different times of | | |

the day.

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