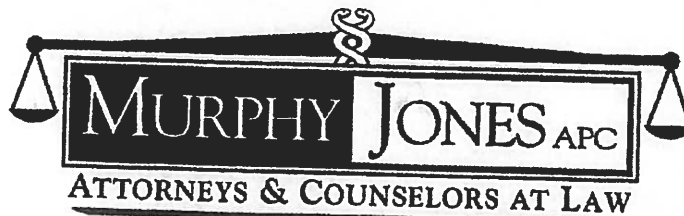


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March 11, 2019

S. Paul Edwards, Esq. General Counsel
Nevada Board of Pharmacy
431 West Plumb Lane
Reno, NV 89509

Via Email

Email: pedwards@pharmacy.nv.gov and pharmacy@pharmacy.nv.gov

Re: Jose Ferran's Petition for Reinstatement.

To the Honorable Nevada Board of Pharmacy:

Please allow this letter to serve as a cover letter for Mr. Jose Ferran's Petition for Reinstatement ("Petition"). As you will see in the enclosed Petition documentation, Mr. Ferran's license was originally revoked for having created forty-four (44) unauthorized telephone prescriptions for himself, his family members, Pharmacy Technician, Tiffany Buie and Pharmacy Technician, Ian Knickerbocker's spouse between September 12, 2012 and January 18, 2017. Mr. Ferran took full responsibility for his actions and immediately initiated rehabilitation efforts by enrolling in Professional Boundaries, Inc. ("PBI") Pharmacy Ethics and Professionalism Course in order to avoid any future similar occurrences.

Mr. Ferran is willing and wanting to complete any additional requirements that the Board deems necessary to protect the Nevada public while performing in his professional capacity. It is my position that Reinstatement would be most appropriate under the circumstances of this case, given my client's successful completion of the PBI Pharmacy Ethics and Professionalism Course completion, and we hope you utilize compassionate judgement when rendering a determination on reinstatement of his R.Ph. license.

I look forward to meeting with you in person during our hearing, and remain available to discuss the matter prior at your convenience. Thank you very much for your time and thoughtful attention to this matter. Should you or any other Board representatives have any need, please do not hesitate to contact me at our law firm's San Diego office.

Yours truly,


Kevin C. Murphy

Cc: Jose Ferran, R.Ph – Petitioner

1 Kevin C. Murphy, Esq. (SBN 10938)
MURPHY JONES APC
2 3753 Howard Hughes Parkway, Suite 200
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3
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Attorneys for *Petitioner, Jose Ferran*

7
8 BEFORE THE BOARD OF STATE BOAD OF PHARMACY
9 STATE OF NEVADA

10
11 JOSE FERRAN
(aka Joe Ferran)

Petitioner

12
13
14 Certificate of Registration No. 16283

) Case No. 17-039-RPH-S
)
) PETITION FOR REINSTATEMENT
) OF LICENSE
)
)

15
16 PETITIONER, Jose Ferran declares:

- 17 1. That on or about January 20, 2004, Petitioner obtained a Registered Pharmacist
18 (R.Ph.) License dully issued by the Nevada Board of Pharmacy ("BOP").
19 2. On March 2, 2018, Petitioner executed a Stipulation of Facts. On March 7, 2018 these
20 facts were entered on record with the BOP. Thereafter, the BOP ordered revocation of the
21 Petitioner's license for one (1) year and ordered the Petitioner to pay an administrative fee
22 of \$1,500.00 (See: Ex. A. "3.18.18 Nevada Board of Pharmacy Findings of Fact, Conclusions
23 of Law and Order.") Since that date, Petitioner's Nevada R.Ph. license has remained
24 surrendered and inactive.
25 3. That Petitioner petitions for reinstatement of his Nevada R.Ph. license and in support
26 sets forth the following facts and information:
27
28

- 1 A. Petitioner’s Nevada R.PH license revocation from a disciplinary action predicated
2 upon a the facts stipulated to on March 2, 2018. The cause for discipline was in
3 relation to Petitioner’s fraudulently creating forty-four (44) unauthorized
4 “telephone prescriptions” for himself, his family members, Pharmacy Technician
5 Tiffany Buie and Pharmacy Technician, Ian Knickerbocker’s spouse between
6 September 12, 2012 and January 18, 2017.
- 7 B. Thereafter, the Board of Pharmacy Issued an Order revoking Petitioner’s License,
8 effective immediately and ordered Petitioner to pay an administrative fee of one
9 thousand five hundred (\$1,500) dollars. The Board’s order indicated Petitioner
10 could not apply for reinstatement for a period of one (1) year.
- 11 C. Petitioner has not worked in his capacity as a R.PH since the Boards order of
12 revocation. However, Petitioner did initiate proactive rehabilitation efforts at
13 Petitioner’s own time and expense prior to the Boards revocation by enrolling in
14 Professional Boundaries, Inc.’s (“PBI”) Pharmacy twenty-two (22) hour continuing
15 education course in Ethics and Professionalism. Petitioner attended the first portion
16 of the PBI PE-22C on February 24-25, 2018 in Irvine, CA. (See: Ex. E.
17 “Continuing Education Units,” at pg 2.) Thereafter, Petitioner attended PBI’s six
18 (6) month follow up course component in August 2018. (Id., at pg 3.) Petitioner
19 just recently attended and completed the PBI program’s twelve (12) month follow
20 up course on February 23-24, 2019, and secured his certificate of completion on
21 March 8, 2019. (Id., at pgs. 1 – 2.)
- 22 D. Petitioner has paid in full all reimbursement costs associated with the BOP’s
23 investigation and formal disciplinary proceedings, pursuant to BOP’s March 2018
24 Order, in the amount of \$1,500 with final payment submitted on April 10, 2018 and
25 received by the BOP on April 13, 2018. (See: Ex. B. “Proof of Administrative Cost
26 Reimbursement.”)
- 27
28

1 E. Petitioner recognizes the egregiousness of his error and is extremely remorseful for
2 his previous bad judgment and has taken steps to ensure such conduct never occurs
3 again in the future.

4 F. Petitioner's colleagues and employers attest to his exceptional customer service
5 skills and expertise as both a pharmacist and a mentor to other pharmacists. They
6 continued to support Petitioner's unencumbered pharmacist practice even after the
7 underlying conduct occurred, but prior to the Boards revocation order. (*See*: Ex.
8 D. "Letters of Professional Recommendation.")

9 G. Since the revocation of his Nevada license, Petitioner has not engaged in any
10 fraudulent behavior of a similar nature, been arrested or convicted of any penal
11 offense, no action has been brought against him in any capacity, professional or
12 personal, and no write-up has been brought against him by any employer.

13 **4. That Petitioner is fully aware of the responsibilities and duties required of a person**
14 **holding a R.Ph. license, and petitioner believes that he has been fully rehabilitated, via**
15 **remedial education, and is able to carry out those duties and responsibilities safely in the**
16 **state of Nevada.**

17 **5. That Petitioner attaches hereto, and incorporates herein by reference, written**
18 **statements of the following persons:**

19
20 **LETTERS OF PROFESSIONAL RECOMMENDATION**

21 **Stephen V. Hodges, President of Partell Specialty Pharmacy, Petitioner's employer at**
22 **the time of revocation, indicated he found Petitioner to be a key employee due to his experience,**
23 **maturity and personality. Further, that Mr. Ferran excels at customer service, is a customer**
24 **favorite and patient satisfaction immediately improved after Mr. Ferran was promoted to PIC.**

25 **Jose Ferran was hired at Partell Specialty Pharmacy June 18,**
26 **2017. At that time we believed Joe had the experience, maturity and**
27 **personality to be a key employee for us.**

28 **Since his hiring Joe has meant a lot to our pharmacy and**
staff. He is a responsible pharmacist and mentor to our other

1 pharmacists, technicians and clerks. Joe excels at customer service
2 and has easily become a customer favorite. He will always take his
3 time to make sure our patients understand their medicine and are
4 comfortable following the physician's orders.

5 Joe was promoted to PIC at our West location and
6 immediately improved the patient satisfaction and management of
7 that location. We are lucky to have Joe on our team. We entrusted
8 him with management of our customer, staff and Pharmacy.
9 Please contact me if you need a reference on Joe's performance or
10 character, both are outstanding.

11 (See: Ex. D. "Letters of Professional Recommendation," at pg. 1.)

12
13 **Mitchell Whitacker, Jr. CPhT, District Manager of Partell Specialty Pharmacy** was a
14 manager of Petitioner who authored the following glowing recommendation regarding
15 Petitioner's work ethic, obvious passion for his position as a pharmacist, understanding of his
16 mistakes magnitude and humility for his prior errors:

17 My name is Mitchell Whitaker, Jr. I'm the District Manager
18 for Partell Pharmacy in Las Vegas, NV. I'm writing this letter on
19 behalf of Jose "Joe" Ferran. I met Joe in June of 2017 when he was
20 hired by Partell as a staff pharmacist. One month later Joe was
21 promoted to Pharmacy manager at the location I work at. Joe and I
22 work very closely on a daily basis to manage the business.

23 Joe has been an outstanding employee during his time at
24 Partell. He arrives at work with a positive attitude and ends his day
25 the same way. He is always punctual and ready to work. He adjusts
26 his schedule to fit the needs of the business and is always willing to
27 help wherever needed. As a manager, Joe is always concerned about
28 employee well being and helping the staff to be the best that they
can be. Joe displays a genuine attitude of care and concern for the
business. He is the type of pharmacist that is passionate and views
his contributions as more than just a job.

As I have gotten to know Joe, I consider him more than just
a co-worker, Joe has become my friend. I have witnessed him take
time with employees, colleagues, and patients in a manner that only
a kind, caring, intelligent person is able to do. He is respected by the
community as well as his work family. Joe is someone that I would
have no hesitation coming to for advice, help, or just to vent. In the
time I have known him, we have built a trusting bond that is
refreshing to have in a co-worker.

Recently, Joe set me down and had a conversation with me
concerning mistakes he had made in the past. While employed by
Wal-Mart he made errors in judgment that have caused his
pharmacist license to be in jeopardy. He was humble and apologetic

1 during this conversation. He did not try to make excuses for his poor
 2 judgment, but rather took ownership. I can tell that he understands
 3 the magnitude of his mistakes and sees this as a temporary lapse in
 4 judgment that will not repeat itself. I walked away from this
 conversation gaining even more respect for Joe and truly believe that
 this was a one-off event.

(*Id.*, at pg. 2.)

5
 6 **Pamela Pecoraro, Human Resources Manager** of Partell Specialty Pharmacy, was
 7 another supervisor of Petitioner who was aware of the revocation proceedings and continued to
 8 believe hiring Mr. Ferran was a good decision. Ms. Pecoraro authored the following
 9 recommendation regarding his attention to detail and customer rapport:

10 It is my pleasure to write this letter for Jose Ferran. I am the
 11 Human Resource Manager for Partell Pharmacy and met Jose during
 12 his interview for employment with Partell. I am aware of why Jose
 13 is being asked to appear in front of the Board. In my position you
 always hope that you have made the right decision for the company
 as to which candidate you chose. I can tell you our decision to hire
 Jose was the correct one.

14 Jose is an intelligent, capable, dedicated and personable
 15 pharmacist. He pays close attention to details and is conscious of
 16 everything he does on the job. The staff have great trust and respect
 17 in his leadership. When problems arise he is quick to resolve them
 while keeping a calm environment. I have seen the rapport he has
 developed with our customers. Jose has an honest sense of empathy
 which gives him a keener sense of patience and kindness.

18 Since Jose's employment with Partell he has quickly become
 19 an asset to Partell. He has truly shown remorse for his actions and I
 hope he can continue to serve the Las Vegas community.

20 Please feel free to contact me with any questions you may have.

(*Id.*, at pg. 3.)

21
 22 **Leonr Rojas, PharmD., BCPS** a former student for whom Petitioner served as a preceptor
 23 during her studies at Roseman University of Health Sciences describes the exemplary care and
 24 compassion she witnessed Petitioner exhibit towards his patients as unparalleled to any other
 25 pharmacist in a retail setting. Importantly, that on at least two (2) different occasions, Petitioner's
 26 skills likely saved the lives of his patients and his revocation being a loss to the community as a
 27 whole:
 28

1 Prior to the start of my second year in pharmacy school, I
2 was assigned to complete a six-week pharmacy learning experience
3 at the East Tropicana Wal-Mart Pharmacy. Jose, nicknamed "Joe,"
4 Ferran was my designated preceptor and also the Pharmacy
5 manager. He had graduated from the first class of Roseman
6 University of Health Sciences (formerly known as the University of
7 Southern Nevada) College of Pharmacy and had served as a
8 preceptor for the school. Throughout the course of those six weeks,
9 I spent a significant amount of time working alongside Joe. He
10 taught me valuable lessons on how to develop my pharmacy practice
11 and exhibited exemplary care and compassion towards his patients
12 in a manner unparalleled to my prior observations working in a retail
13 setting. In the following paragraphs, I would like to provide my
14 insider's perspective on Joe's fulfillment of his role as the
15 community pharmacist in charge based on my experience as his
16 student pharmacist.

17 In any profession, punctuality is one of the inherent qualities
18 of a strong work ethic. Each time I presented to the pharmacy, I'd
19 remembered seeing that the window shades were still down, yet
20 unfailingly, I would peak through the door window and noticed Joe
21 working diligently prior to the opening hours. He would let me in
22 and promptly explained what he was working on. I enjoyed learning
23 from him because he was very organized and displayed a sense of
24 composure that radiated calmness to all the pharmacy team
25 members. As often occurs in retail pharmacy settings, there are peak
26 hours that are characterized by high prescription volume and waves
27 of patient influx, and the stress levels in the pharmacy escalate to a
28 mad rush. However, under Joe's management, one would wonder if
he ever felt afflicted by the conundrum around him, because he
perpetually exuded assertiveness and friendliness in these under-
pressure moments, all while meeting the demands of the workload.
In fact, as a student, I would look forward to "Joe days" because it
meant that despite the busy setting, he would still teach me in the
midst of the chaos.

Aside from his outstanding skills as a pharmacy manager,
Joe demonstrated a genuine impetus for the care of his patients.
Many pharmacists fall into the trap of answering patients' inquiries
for OTC products by pointing to the aisle where they could
potentially find what they are looking for, especially during busy
hours. From my time at Wal-Mart, I continuously kept seeing Joe
come out from the pharmacy doors to personally help the patient.
Most importantly, he quickly gravitated from behind his counter to
answer any questions or counsel patients without a technician asking
him to do so.

Joe was very keen in addressing clinical matters. I
specifically remember two patient cases that impacted my
understanding of why pharmacists are truly the

1 "first line of care" for many patients. The first one was a middle-
 2 aged gentleman who presented to the pharmacy with jaundice and
 3 right-sided abdominal pain. He asked for Joe's advice in regards to
 4 OTC medications he could take to relieve his pain. I recalled Joe
 5 reiterating to the patient the urgent need to visit a doctor multiple
 6 times during the counseling conversation. As it later turned out, this
 7 patient was diagnosed with liver malignancy. He presented back to
 8 the pharmacy and personally thanked Joe for saving his life. Due to
 9 the persistence with which Joe spoke to him about seeing a doctor,
 10 he had sought medical care that same day. His cancer was detected
 11 in a curable stage. Another case that vividly comes to mind is that
 12 of an old Cuban gentleman, who was notorious for "making
 13 scandals" at the check-out counter when his prescriptions were rung
 14 up. During this particular time, the patient's albuterol inhaler co-pay
 15 had gone up, and he did not have enough money to purchase it. He
 16 explained that he had been having more bouts of shortness of breath
 17 and that he needed the medication sooner than later. Joe calmly
 18 explained the insurance situation to the patient in Spanish due to the
 19 patient not speaking English and offered to call the doctor. (By the
 20 way, Joe is one of the few pharmacists in Las Vegas, fluent in
 21 Spanish. In fact, the majority of the Spanish-speaking clientele at
 22 the pharmacy, consistently asked for his services upon presenting to
 23 the counter). Despite failed attempts to contact the physician's
 24 office, the patient insisted that he needed the medication that same
 25 day as he was unable to return to the pharmacy until the upcoming
 26 week. It was then that I witnessed an action I had never seen before.
 27 Joe reached for his own personal wallet and paid the patient's co-
 28 pay. I was very surprised and yet so humbled by what I had seen.
 Joe explained that compassion and kindness go hand-in-hand in this
 profession and he had felt the ethical obligation to help the patient
 at that moment. I later reflected further on that incident. I felt
 inspired and understood why compassion is such an important
 quality trait in a pharmacist.

Recently, Joe communicated to me that he was no longer
 working for Wal-Mart He acknowledged that he had made wrongful
 decisions in his practice and deeply lamented his errors. These
 actions have placed his pharmacy license in jeopardy and could
 potentially end his career as a licensed pharmacist in the state of
 Nevada. Joe understands the magnitude of his mistakes and will do
 everything that he can to rectify his behavior. As someone who was
 once his student, and now a practicing pharmacist, I ask that you
 consider his many years of service to the Las Vegas community, his
 remarkable and compassionate patient care, and most of all, his love
 for the pharmacy profession.

(*Id.*, at pgs. 4 - 5.)

1 **Robert Seik, PharmD., FMNM CEO-Owner of Partell Specialty Pharmacy explains**
 2 **how Petitioner was quickly promoted to manager after performing as an exceptional pharmacist.**
 3 **Mr. Seik goes in to describe the efficiency, detail oriented and competent professional skills**
 4 **Petitioner exhibited:**

5
 6 I declare under penalty of perjury of the laws of the State of
 7 Nevada and the United States Constitution that the foregoing is true
 8 and correct to the best of my knowledge.

9 I have known Jose 'Joe' Ferran since he became a staff
 10 pharmacist for my company in June 2017. Joe performed
 11 exceptionally as a pharmacist and was quickly promoted to
 12 Pharmacy Manager in July 2017. From the beginning, Joe has been
 13 a consummate professional and has garnered the respect and
 14 appreciation of my company's loyal prescribers and their customers
 15 as well as the pharmacy staff and the company's executive team.

16 Joe is efficient, detail-oriented, and extremely competent. He
 17 often successfully finishes Pharmacy Manager tasks before their
 18 deadlines. He is extremely organized and never misses an
 19 opportunity to give my pharmacy's customers exceptional service
 20 with his promptness, knowledge, and kindness.

21 Joe also has an excellent rapport with the pharmacy staff
 22 along with me and the rest of the company's executive team. He has
 23 excellent communication skills and is an extremely capable and
 24 reliable pharmacy manager. I am confident in Joe's ability to operate
 25 as a manager for my company and I trust him implicitly, a trust he
 26 has earned through his exemplary service as an excellent employee
 27 and his professionalism as a pharmacist.

28 In summary, my support of Jose 'Joe' Ferran and this letter
 of reference is something he has earned and is well-deserved.

(*Id.*, at pg. 6.)

PETITIONER'S PREVIOUS PERFORMANCE EVALUATIONS

Year after year, Petitioner was regularly rated to be a solid performer and a role model
 that exceeded expectations when evaluated by his supervisors that valued him as an asset:

Managers Comments:

Judgment- good self awareness and self assessment of the
 business, Joe's opinion is truly valued in the market, teaches IMZ
 class, shares best practices

1 Customer centered performance- Green all boxes, all times,
2 ranked #1 or 2 in all areas for the region, PEM 92%, In-store on-time
3 % 80%

4 Influence and communicate- takes a team approach, all techs
5 knowledgeable of all processes, all techs extremely high
6 performing, shares best practices on conference calls, influences all
7 staff in positive manner, one of the best workflows, pilot store for
8 all new rollouts

9 Quality Pt Care- 810 IMZ given, 2 star 4/5 & top 20, IA
10 97.89% for the year

11 (*See*: Ex. F. "Performance Evaluations," at pg 2.)

12 Petitioner was noted to have met or surpassed the majority of the pharmacy departments
13 goals on a routine basis.

14 Managers Comments:

15 Customer Experience (goal>9) - actual 9.1

16 Sales index to plan: 98.7%

17 Profit index to plan: 107.5%

18 Quality index: 4.7

19 Outcome tips (goal NER >35%) 118% completion 88%

20 NER Outcome CMR 100% successful

21 Mirxia cases 56% completed, 56% successful

22 Mirxia CMR- 0 assigned

23 Adj IA (goal >95%) actual 97.2%

24 Input re-routing (goal 88%) - actual 84%

25 Pt expectations met (goal >80%) - actual 90%

26 (*Id.*, at pgs. 5 - 6.)

27 Evaluators not only observed Petitioner exceeding expectations himself, but his training
28 and leadership skills were also noteworthy and were evidenced in the departments overall
efficiency and productivity.

Managers Comments:

Joe and his staff do an outstanding job taking care of our customers with a 9.31 CE score to prove it and the sales and profit that follow. His quality improvement metrics also indicate he is teaching and training his staff, leading to an efficient and safe pharmacy.

Overall Joe runs a very solid pharmacy. He teaches and trains his staff to do things the right way, and ensures all associate are doing their part. I consistently receive praises and compliments on him and his staff from customers. Through his leadership, Joe

has built a team of associates who truly take pride in their work and their pharmacy.

(*Id.*, at pgs. 9 - 10.)

CONCLUSION

In conclusion, under the totality of the circumstances, the benefit Mr. Ferran has provided to his colleagues, customers and the community at large, juxtaposed against the prior transgressions forming the basis of his Nevada R.PH. license revocation, continued exclusion from practicing as Registered Pharmacist is not warranted to protect the Nevada public's safety. In fact, the continued loss of a professional of Mr. Ferran's caliber will not serve to protect the public welfare because of value and experience he brings to pharmacy practice in patient awareness, employee relations and overall dedication to the industry. Petitioner has made substantial, necessary and comprehensive rehabilitative steps. Mr. Ferran is dedicated to the highest quality of professional pharmacy and is committed to performing his duties with the utmost integrity and care. Mr. Ferran seeks to re-commence providing outstanding mentorship and customer care in the state of Nevada and to engage in his life's calling as a R.Ph.

For the foregoing reasons, and the exhibits documenting Petitioner's complete rehabilitation, and exceptional professional practice provided in support of this Petition for Reinstatement, Mr. Ferran respectfully requests that the honorable Nevada Board of Pharmacy reinstate his R.Ph. license. In addition, Mr. Ferran offers to voluntarily enter into a stipulated settlement agreement allowing him to practice pharmacy, with either a Letter of Public Reprimand and/or during a period of probation, or any other terms acceptable to the Board of Pharmacy, in effort to ensure the public welfare while affording him the opportunity to resume acting in a professional R.Ph. capacity.

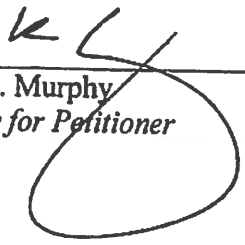
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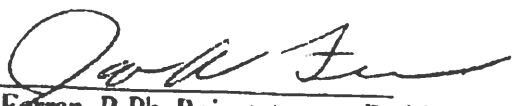
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**WHEREFORE, Petitioner prays that his Registered Pharmacist license be reinstated.
I declare under penalty of perjury that the foregoing is true and correct to the best of
my knowledge.**

Dated: March 11, 2019


Kevin C. Murphy
Attorney for Petitioner

Approved as to Form and Content:


Jose Ferran, R.Ph. Reinstatement Petitioner

**Jose Ferran, R. Ph.
Petition to Reinstate
Exhibit Table of Contents**

Exhibit A.

“3.18.18 Nevada Board of Pharmacy Findings of Fact, Conclusions of Law and Order.”

Exhibit B.

“Proof of Administrative Cost Reimbursement.”

4.13.18 Certified Mail Receipt

4.10.18 \$1,500 Cashier’s Check

Exhibit C.

“Resume.”

Exhibit D.

“Letters of Professional Recommendation.”

1.29.19 Nancy Delgado, Current Supervisor

2.16.18 Stephen Hodges, Pres Partell

2.8.18 Mitchell Whitaker, Jr., CPhT

2.3.18 Pamela Pecoraro, HR Manager

1.28.18 Leonor Rojas, PharmD., BCPS

n.d. Robert Selk, PharmD, FMNM

Exhibit E.

“Continuing Education Units.”

3.8.19 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism Course Completion Certificate

3.8.19 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism 12 month Follow Up Course Completion Letter

9.5.18 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism 6 month Follow Up Course Completion Letter

2.25.18 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism Course Completion Letter

2.24-25.18 UC Irvine Professional Boundaries Pharmacy Ethics and Professionalism Course Agenda (CEU 22)

2.13.18 UC Irvine Professional Boundaries Pharmacy Ethics and Professionalism Course Pre-course Instructions

2008-2015 Walmart CEUs Spreadsheet

Exhibit F.

“Performance Evaluations.”

2017 Annual Performance Evaluation

2016 Annual Performance Evaluation

2015 Annual Performance Evaluation

2014 Annual Performance Evaluation

2013 Annual Performance Evaluation

2013 Mid Year Performance Evaluation

2012 Annual Performance Evaluation

2012 Mid Year Performance Evaluation

2011 Annual Performance Evaluation

Exhibit G.
“Character Reference.”
2.15.18 Lanette Escovedo

Exhibit A.
**“3.18.18 Nevada Board of Pharmacy Findings of Fact, Conclusions of Law
and Order.”**

FILED

MAR 18 2018

2018 03 12 ORDER 17-039 FERRAN

NEVADA STATE BOARD OF PHARMACY

BEFORE THE NEVADA STATE BOARD OF PHARMACY

NEVADA STATE BOARD OF PHARMACY,)	CASE NOS. 17-039-RPH-S
)	17-039-PT-A-S
Petitioner,)	17-039-PT-B-S
v.)	
)	
JOSE FERRAN, RPH,)	FINDINGS OF FACT,
Certificate of Registration No. 16283,)	CONCLUSIONS OF LAW
)	AND ORDER
IAN KNICKERBOCKER, PT,)	(Jose Ferran Only)
Certificate of Registration No. PT07309,)	
)	
TIFFANY BUIE, PT,)	
Certificate of Registration No. PT08743,)	
)	
Respondents.	/	

The Nevada State Board of Pharmacy (Board) heard this matter at its regularly scheduled meeting on Wednesday, March 07, 2018, in Reno, Nevada. S. Paul Edwards, Esq., prosecuted the case on behalf of Board Staff. Respondent Jose Ferran, R.Ph., Certificate of Registration No. 16283 (Ferran) appeared at the hearing with his counsel, Kevin C. Murphy, Esq., of Murphy Jones APC. Based on the evidence presented during the hearing, including testimonial and documentary evidence, the Board issues the following Findings of Fact, Conclusions of Law, and Order.

FINDINGS OF FACT

1. Before the March 7, 2018 hearing, Ferran agreed to and entered into *Stipulated Facts*, stating:

1. The Board has jurisdiction over this matter and Respondent Ferran because at the time of the events described herein, Ferran was a pharmacist registered with the Board.
2. Ferran was also designated as the pharmacist in charge (PIC)/managing pharmacist for Walmart Pharmacy #10-4557 (Walmart) at the time of the events described herein.
3. Ferran has never been licensed as a practitioner and has never been authorized to prescribe dangerous drugs in Nevada.

4. Respondents Ian Knickerbocker, PT, Certificate of Registration No. PT07309 (Knickerbocker), and Tiffany Buie, PT, Certificate of Registration No. PT08743 (Buie), were employed as pharmaceutical technicians at Walmart at the time of the events described herein.
5. While working as the PIC/managing pharmacist at Walmart, Ferran fraudulently created a total of forty-four (44) unauthorized "telephoned prescriptions" for himself, his family members, Buie and Knickerbocker's spouse.
6. The list attached hereto as Addendum A, which is incorporated herein by reference, is a summary listing the forty-four prescriptions Ferran created.
7. Ferran created those "telephone prescriptions" between September 12, 2012, and January 18, 2017.
8. Ferran created those "telephone prescriptions" by falsely indicating that Dr. Greg Dryanski was the prescribing physician on one prescription, and that Dr. Koussay Zarka was the prescriber on the other forty-three prescriptions.
9. Neither Buie nor Knickerbocker had a bona fide practitioner/patient relationship with Dr. Zarka.
10. Dr. Zarka later reviewed a copy of each of the forty-three prescriptions that Ferran fraudulently attributed to him. Dr. Zarka indicated "not authorized" on each copy and signed and dated his annotations.
11. Dr. Zarka also signed a statement indicating that he did not authorize the forty-three prescriptions at issue.
12. Ferran paid the co-pays and/or the entire price of at least some of the prescriptions he created for himself and his family using Walmart discount cards and/or billing the prescriptions to his Walmart insurance plan.
13. Buie and Knickerbocker knowingly and willfully purchased and received various dangerous drugs for their own use or their family members' use by way of the prescriptions that Ferran fabricated.

14. Buie and Knickerbocker submitted the fraudulent prescriptions Ferran created for their benefit to their respective Walmart insurance plans for payment.

15. Walmart terminated Ferran's employment in April 2017, as a result of his actions.

16. Walmart also terminated pharmaceutical technicians Buie and Knickerbocker for their participation in Ferran's fraudulent activities.

March 2, 2018, *Stipulated Facts*, on file in the above referenced action.ⁱ

2. The "Addendum A" referenced in paragraph 6 of the *Stipulated Facts* is a summary listing of the forty-four prescriptions for dangerous drugs that Ferran created.

3. At the hearing Ferran did not dispute the allegations in the *Accusation* on file in this matter and accepted the *Stipulated Facts* as the facts of this case. The Board admitted the *Stipulated Facts* and additional evidence into the record and heard argument from counsel on each party's behalf.

4. Based on the evidence and arguments presented at the hearing, the Board finds that evidence exists to support each of the factual allegations stated in the *Accusation*.

CONCLUSIONS OF LAW

5. The Board has jurisdiction over this matter and Respondent Ferran.ⁱⁱ

6. By creating multiple fraudulent prescriptions for various dangerous drugs for himself, for members of his family, and for Buie and Knickerbocker, as stated in the *Accusation* and *Stipulated Facts*, including Addendum A, Ferran violated Nevada Administrative Code (NAC) 639.945(1)(h) and (k).

7. By filling and dispensing multiple fraudulent prescriptions for various dangerous drugs for himself, for members of his family, and for Buie and Knickerbocker, as stated in the

ⁱ Respondent's *Stipulated Facts*, as restated herein, are only for the purposes of this proceeding other proceedings in which the Nevada State Board of Pharmacy or other professional licensing agency is involved. The parties agreed in the *Stipulated Facts* that they shall not be admissible in any other criminal or civil proceeding.

ⁱⁱ Neither Ian Knickerbocker, PT, Certificate of Registration No. PT07309 (Knickerbocker), nor Tiffany Buie, PT, Certificate of Registration No. PT08743 (Buie), filed an Answer in response to the *Accusation* and Notice of Defense on file in this matter. The Board entered separate orders of default and revocation against them, which orders are on file.

Accusation and Stipulated Facts, including Addendum A, without a lawful prescription or authorization from a practitioner, Ferran violated NAC 639.945(1) (h) and (k).

8. By processing multiple fraudulent prescriptions for various dangerous drugs without a lawful prescription or authorization from a practitioner, and by billing those prescriptions to an insurance provider, as stated in the Accusation and Stipulated Facts, including Addendum A, Jose Ferran, R.Ph., violated NAC 639.945(1)(h) and (k).

9. Each of the foregoing violations are grounds for discipline, including revocation, pursuant to Nevada Revised Statutes (NRS) 639.210(1), (4) and (12), as well as NRS 639.255.

ORDER

10. For each of the violations set forth above:

a. Jose Ferran's pharmacist registration, Certificate of Registration No. 16283, is hereby revoked effective immediately.

b. Ferran may not work in any facility licensed by the Board, including a pharmacy, in any capacity unless and until he has petitioned the Board for reinstatement and the Board reinstates his registration.

c. Ferran shall pay an administrative fee of One Thousand Five Hundred Dollars (\$1,500.00) to partially offset the Board's costs and expenses incurred while investigating and prosecuting this matter. Ferran shall pay the administrative fee by *cashier's check, certified check* or *money order* made payable to the "Nevada State Board of Pharmacy". The fee is due to the Board's Reno office located at 431 W. Plumb Lane, Reno, NV 89509, within ninety (90) days of the effective date of this Order.

d. Ferran may not apply for reinstatement of his registration for a period of one year. In the event Ferran applies for reinstatement, or for any other license, registration or certificate with the Board, he shall appear before the Board to answer questions and give testimony regarding his application or petition, his compliance with the Order, and the facts and circumstances underlying this matter.

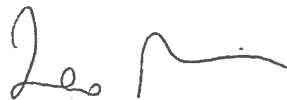
11. Any failure by Ferran to comply with any term in this Order may result in issuance by the Executive Secretary of an order to show cause directing Ferran to appear before

the Board at the next regularly-scheduled meeting for a show cause hearing. If such a hearing results in a finding of a violation of this Order by Ferran, the Board may impose additional discipline or take further action not inconsistent with the provisions of NRS Chapter 639. Furthermore, any failure by Ferran to pay any fine, fee, or cost ordered herein will also result in such legal action as Board Staff determines to be necessary to collect the unpaid fine, fee, or cost.

12. This Order is effective on the date executed below.


IT IS SO ORDERED.

Signed this 18 day of March 2018.



Leo Basch, President
Nevada State Board of Pharmacy

Exhibit B.
“Proof of Administrative Cost Reimbursement.”
4.13.18 Certified Mail Receipt
4.10.18 \$1,500 Cashier’s Check

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY																
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Signature <input checked="" type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressee</p>																
<p>1. Article Addressed to: <i>Nevada State Board of Pharmacy</i> <i>431 W Plumb Ln</i> <i>Reno, NV 89509</i></p>	<p>B. Received by (Printed Name) <i>B KANDT</i> C. Date of Delivery <i>4/13/18</i></p> <p>D. Is delivery address different from item 1? <input checked="" type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p>																
 9590 9402 3124 7166 7730 98	<p>3. Service Type</p> <table border="0"> <tr> <td><input type="checkbox"/> Adult Signature</td> <td><input type="checkbox"/> Priority Mail Express®</td> </tr> <tr> <td><input type="checkbox"/> Adult Signature Restricted Delivery</td> <td><input type="checkbox"/> Registered Mail™</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail®</td> <td><input type="checkbox"/> Registered Mail Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail Restricted Delivery</td> <td><input type="checkbox"/> Return Receipt for Merchandise</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery</td> <td><input type="checkbox"/> Signature Confirmation™</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</td> <td></td> </tr> </table>	<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail		<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)	
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<input type="checkbox"/> Insured Mail																	
<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)																	
<p>2. Article Number (Transfer from service label)</p>	<p>Domestic Return Receipt</p>																

PS Form 3811, July 2015 PSN 7530-02-000-9053

Notice to Purchaser - In the event that this check is lost, misplaced or stolen, a sworn statement and 90-day waiting period will be required prior to replacement. This check should be negotiated within 90 days.

Cashier's Check - Customer Copy

No. 0819011907

Void After 90 Days

91-170/1221

Date 04/10/18 10:48:00 AM

FLAMINGO PINECREST BRANCH

NAZ

0002 0007686 0097

Pay



****\$1,500.00****

One Thousand Five Hundred and 00/100 Dollars

To The Order Of NEVADA STATE BOARD OF PHARMACY
 CASE 17-039-RPH

Not-Negotiable
 Customer Copy
 Retain for your Records

Remitter (Purchased By): JOSE A FERRAN

457002931720

Bank of America, N.A.
 PHOENIX, AZ

Exhibit C.
“Resume.”

Dr. Jose Angel Ferran, PharmD

London Bridge Ave
Las Vegas, NV 89130

7

Objective With over 10 years of retail management experience I am looking to diversify my experiences with employment in a field not necessarily healthcare related or even something totally different. I plan to use the priceless management and retail experience acquired in whatever field I enter. I have the ability to direct complex projects from concept to fully operational status. I am a goal-oriented individual with strong leadership capabilities. I am an organized, highly motivated, and detail-directed problem solver. I have the proven ability to work in unison with staff and upper management to achieve positive outcomes.

Education **PharmD, 2003.** Nevada College of Pharmacy
MBA Health Care Finance coursework. University of Phoenix, **not completed**
Ph.D. Neuroscience, University of Utah, left program for Pharmacy School
BS Biological Sciences, 1998. University of California, Irvine

Relevant Experience & Accomplishments**Compounding Pharmacy Management**

- Knowledge of sterile/non sterile compounding techniques
- Ensure lab procedures are followed according to USP<797> standards
- Keep pharmacy in compliance with Nevada Board of Pharmacy laws and FDA guidances
- Perform Bio-identical hormone and nutritional consultations
- Performed process checks, quality assurance inspections, formulation reviews
- Maintain accurate and complete records for all aspects of the pharmacy's business
- Provide detailed patient counseling and communicated with other healthcare providers as needed

Retail Pharmacy Management

- Increased script volume at every store I have managed
- Continue to grow weekly sales
- Operated below budgeted inventory and labor hour guidelines
- Directed recruitment, training and retention of new pharmacy technicians
- Successfully oversaw national certification of nearly all my technicians
- Certified AphA Immunization Trainer

Community Pharmacy Practice

- Experience with Medication Therapy Management platforms such as Outcomes MTM, Mirixa and SinfoniaRx
- Implemented in-store clinical immunization program providing over 2000 flu, hepatitis, and pneumonia shots per year (During tenure at SavOn/CVS)
- Mentored numerous pharmacy interns that have gone on to be retail pharmacy managers
- Trained pharmacy technicians in specialty areas such as inventory management and resolution of third party issues
- Participated in yearly "A Su Salud" health fairs serving underrepresented communities. Counseled on preventative measures to decreased incidence of cardiovascular disease, diabetes, and obesity

Employment**Assistant Store Manager, Mobilelink LLC***Sept 2018-present*

- Assist with day to day operations of a Cricket Authorized Dealer
- Meet monthly activation and KPI metrics
- Provide exceptional customer service

Pharmacy Manager , Partell Specialty Pharmacy*June 2017 – March 2018*

Pharmacy Manager , Wal-Mart Stores Inc.	<i>2008-April 2017</i>
Pharmacy Manager , Rite Aid Pharmacy, Las Vegas Nevada	<i>2006-2007</i>
Pharmacy Manager , CVS/pharmacy, Las Vegas Nevada	<i>2006</i>
• Continuation of same position after conversion of Sav-On store to CVS	
Pharmacy Manager , Sav-On Drugs, Las Vegas Nevada	<i>2004-2006</i>
• Oversaw daily operations of community retail pharmacy	
Staff Pharmacist , Sav-On Drugs, Las Vegas Nevada	<i>2004</i>
Consultant , New Medicine Inc., Lake Forest California	<i>1997-2001</i>
• Freelance consultant, writer, and editor for an information services company specializing in biotech, healthcare, and pharmaceutical industries that focus on oncological drug development.	

Honors & Awards	National Institutes of Health (NIH) Graduate Research Grant
	National Hispanic Merit Scholarship
	Bank of America "Ideas in Action" Award
	UC Irvine Chancellors Award Winner

Exhibit D.**“Letters of Professional Recommendation.”**

1.29.19 Nancy Delgado, Current Supervisor
2.16.18 Stephen Hodges, Pres Partell
2.8.18 Mitchell Whitaker, Jr., CPhT
2.3.18 Pamela Pecoraro, HR Manager
1.28.18 Leonor Rojas, PharmD., BCPS
n.d. Robert Selk, PharmD, FMNM



January 29, 2019

Nevada State Board of Pharmacy

Dear Members of The Board, and To Whom It May Concern:

I write this letter of reference and support on behalf of Jose Ferran, an assistant manager for my Cricket store since September 28, 2018. I am his immediate supervisor, and, as such, have had nearly constant interaction with Jose since his hiring.

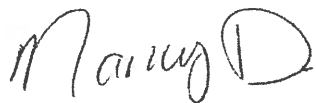
Since being hired on roughly 4 months ago, Jose has demonstrated the ability to learn quickly, including familiarizing himself and understanding both store operations and the store's computer system in a short time span. He has been among my most reliable employees and is universally liked by our customers. In his short time period with the Company, he has constantly exceeded his sales goals and has generated many referrals from satisfied customers. I have been impressed by his handling of Company matters and his job in a professional manner with absolutely no short cuts. He has been an excellent example for our associates and has displayed excellent management skills, quickly gaining the respect of our district team leaders and sales director.

Over the past few months I have also had the ability to get to know Jose a bit better from a personal perspective. I know that the transition to a job at Cricket was difficult following the loss of his pharmacy license, and Jose is both remorseful and regretful for his actions. He constantly reminds our associates of doing things the right way and, further, reminds them that his current situation was created by nothing other than his own improper conduct. Jose always talks about how much he misses being a pharmacist and is, in my opinion, an excellent example of how people can change for the better if afforded the opportunity to do so.

Jose was completely forthcoming about his issues when he joined the Cricket team. I know that in his heart he desires nothing more than to have another chance to proudly serve the public as a pharmacist, and, though I do not have much experience in the area of pharmacy, I can personally attest to Joe's character. His life over the past year has been difficult, of course due to his own actions. However, he has demonstrated resilience and a profound tenacity to proving to others that he can achieve success again in any field. For what it's worth, I believe he should have a shot at proving himself again to this Board. We are proud to have him serve as a member of our team, and I would vouch for Jose any time.

I would be more than happy to answer any other questions or concerns.

Sincerely,

A handwritten signature in black ink that reads "Nancy D". The "N" is large and stylized, and the "D" is a simple circle with a vertical line through it.

Nancy Delgado

Store Manager

Mobilelink/Cricket Wireless

4810 W Desert Inn Rd Ste 3

Las Vegas, NV 89102

702-648-8998

nancy.delgado@mobilelinkusa.com



February 16, 2018

To Whom It May Concern,

Jose Ferran was hired at Partell Specialty Pharmacy June 18, 2017. At that time we believed Joe had the experience, maturity and personality to be a key employee for us.

Since his hiring Joe has meant a lot to our pharmacy and staff. He is a responsible pharmacist and mentor to our other pharmacists, technicians and clerks. Joe excels at customer service and has easily become a customer favorite. He will always take his time to make sure our patients understand their medicine and are comfortable following the physician's orders.

Joe was promoted to PIC at our West location and immediately improved the patient satisfaction and management of that location. We are lucky to have Joe on our team. We entrusted him with management of our customer, staff and Pharmacy.

Please contact me if you need a reference on Joe's performance or character, both are outstanding.

Respectfully,


Stephen V. Hodges, President

I declare under penalty of perjury of the laws of the State of Nevada and the United States Constitution that the foregoing is true and correct to the best of my knowledge.

BIO-IDENTICAL
HORMONE
REPLACEMENT
THERAPY

MENOPAUSE

PREMENSTRUAL
SYNDROME

ADULT HORMONE
DEFICIENCY

ANTI-AGING
MEDICINE

HUMAN GROWTH
HORMONE

ERECTILE
DYSFUNCTION

PROFESSIONAL
NUTRACEUTICAL
FORMULAS

DERMATOLOGY

PEDIATRICS

AUTISM

PAIN MANAGEMENT

FIBROMYALGIA

DENTISTRY

HEPATITIS C

INFERTILITY

VETERINARY
MEDICINE

WEST

8751 W. Charleston Blvd. #120 • Las Vegas, NV 89117
702.685.3800 • Fax: 702.685.3636

EAST

5835 S. Eastern Ave. #101 • Las Vegas, NV 89119
702.791.3800 • Fax: 702.791.3630

PartellPharmacy.com

February 8, 2018

To Whom It May Concern:

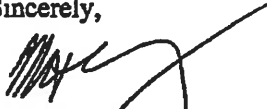
My name is Mitchell Whitaker, Jr. I'm the District Manager for Partell Pharmacy in Las Vegas, NV. I'm writing this letter on behalf of Jose "Joe" Ferran. I met Joe in June of 2017 when he was hired by Partell as a staff pharmacist. One month later Joe was promoted to Pharmacy manager at the location I work at. Joe and I work very closely on a daily basis to manage the business.

Joe has been an outstanding employee during his time at Partell. He arrives at work with a positive attitude and ends his day the same way. He is always punctual and ready to work. He adjusts his schedule to fit the needs of the business and is always willing to help wherever needed. As a manager, Joe is always concerned about employee well being and helping the staff to be the best that they can be. Joe displays a genuine attitude of care and concern for the business. He is the type of pharmacist that is passionate and views his contributions as more than just a job.

As I have gotten to know Joe, I consider him more than just a co-worker, Joe has become my friend. I have witnessed him take time with employees, colleagues, and patients in a manner that only a kind, caring, intelligent person is able to do. He is respected by the community as well as his work family. Joe is someone that I would have no hesitation coming to for advice, help, or just to vent. In the time I have known him, we have built a trusting bond that is refreshing to have in a co-worker.

Recently, Joe set me down and had a conversation with me concerning mistakes he had made in the past. While employed by Wal-Mart he made errors in judgment that have caused his pharmacist license to be in jeopardy. He was humble and apologetic during this conversation. He did not try to make excuses for his poor judgment, but rather took ownership. I can tell that he understands the magnitude of his mistakes and sees this as a temporary lapse in judgment that will not repeat itself. I walked away from this conversation gaining even more respect for Joe and truly believe that this was a one-off event.

Sincerely,



Mitchell Whitaker, Jr., CPhT
District Manager – Partell Pharmacy

"I declare under penalty of perjury of the laws of the State of Nevada and the United States Constitution that the foregoing is true and correct to the best of my knowledge."

February 2, 2018

To Whom It May Concern:

It is my pleasure to write this letter for Jose Ferran. I am the Human Resource Manager for Partell Pharmacy and met Jose during his interview for employment with Partell. I am aware of why Jose is being asked to appear in front of the Board. In my position you always hope that you have made the right decision for the company as to which candidate you chose. I can tell you our decision to hire Jose was the correct one.

Jose is an intelligent, capable, dedicated and personable pharmacist. He pays close attention to details and is conscious of everything he does on the job. The staff have great trust and respect in his leadership. When problems arise he is quick to resolve them while keeping a calm environment. I have seen the rapport he has developed with our customers. Jose has an honest sense of empathy which gives him a keener sense of patience and kindness.

Since Jose's employment with Partell he has quickly become an asset to Partell. He has truly shown remorse for his actions and I hope he can continue to serve the Las Vegas community.

Please feel free to contact me with any questions you may have.

Best Regards,



Pamela Pecoraro
H.R. Manager
702-685-3800 ext. 308
ppecoraro@partellmedrx.com

January 28, 2018

To Whom It May Concern:

Prior to the start of my second year in pharmacy school, I was assigned to complete a six-week pharmacy learning experience at the East Tropicana Wal-Mart Pharmacy. Jose, nicknamed "Joe," Ferran was my designated preceptor and also the Pharmacy manager. He had graduated from the first class of Roseman University of Health Sciences (formerly known as the University of Southern Nevada) College of Pharmacy and had served as a preceptor for the school. Throughout the course of those six weeks, I spent a significant amount of time working alongside Joe. He taught me valuable lessons on how to develop my pharmacy practice and exhibited exemplary care and compassion towards his patients in a manner unparalleled to my prior observations working in a retail setting. In the following paragraphs, I would like to provide my insider's perspective on Joe's fulfillment of his role as the community pharmacist in charge based on my experience as his student pharmacist.

In any profession, punctuality is one of the inherent qualities of a strong work ethic. Each time I presented to the pharmacy, I'd remembered seeing that the window shades were still down, yet unfailingly, I would peek through the door window and noticed Joe working diligently prior to the opening hours. He would let me in and promptly explained what he was working on. I enjoyed learning from him because he was very organized and displayed a sense of composure that radiated calmness to all the pharmacy team members. As often occurs in retail pharmacy settings, there are peak hours that are characterized by high prescription volume and waves of patient influx, and the stress levels in the pharmacy escalate to a mad rush. However, under Joe's management, one would wonder if he ever felt afflicted by the conundrum around him, because he perpetually exuded assertiveness and friendliness in these under-pressure moments, all while meeting the demands of the workload. In fact, as a student, I would look forward to "Joe days" because it meant that despite the busy setting, he would still teach me in the midst of the chaos.

Aside from his outstanding skills as a pharmacy manager, Joe demonstrated a genuine impetus for the care of his patients. Many pharmacists fall into the trap of answering patients' inquiries for OTC products by pointing to the aisle where they could potentially find what they are looking for, especially during busy hours. From my time at Wal-Mart, I continuously kept seeing Joe come out from the pharmacy doors to personally help the patient. Most importantly, he quickly gravitated from behind his counter to answer any questions or counsel patients without a technician asking him to do so.

Joe was very keen in addressing clinical matters. I specifically remember two patient cases that impacted my understanding of why pharmacists are truly the "first line of care" for many patients. The first one was a middle-aged gentleman who presented to the pharmacy with jaundice and right-sided abdominal pain. He asked for Joe's advice in regards to OTC medications he could take to relieve his pain. I recalled Joe reiterating to the patient the urgent need to visit a doctor multiple times during the counseling conversation. As it later turned out, this

patient was diagnosed with liver malignancy. He presented back to the pharmacy and personally thanked Joe for saving his life. Due to the persistence with which Joe spoke to him about seeing a doctor, he had sought medical care that same day. His cancer was detected in a curable stage. Another case that vividly comes to mind is that of an old Cuban gentleman, who was notorious for "making scandals" at the check-out counter when his prescriptions were rung up. During this particular time, the patient's albuterol inhaler co-pay had gone up, and he did not have enough money to purchase it. He explained that he had been having more bouts of shortness of breath and that he needed the medication sooner than later. Joe calmly explained the insurance situation to the patient in Spanish due to the patient not speaking English and offered to call the doctor. (By the way, Joe is one of the few pharmacists in Las Vegas, fluent in Spanish. In fact, the majority of the Spanish-speaking clientele at the pharmacy, consistently asked for his services upon presenting to the counter). Despite failed attempts to contact the physician's office, the patient insisted that he needed the medication that same day as he was unable to return to the pharmacy until the upcoming week. It was then that I witnessed an action I had never seen before. Joe reached for his own personal wallet and paid the patient's co-pay. I was very surprised and yet so humbled by what I had seen. Joe explained that compassion and kindness go hand-in-hand in this profession and he had felt the ethical obligation to help the patient at that moment. I later reflected further on that incident. I felt inspired and understood why compassion is such an important quality trait in a pharmacist.

Recently, Joe communicated to me that he was no longer working for Wal-Mart. He acknowledged that he had made wrongful decisions in his practice and deeply lamented his errors. These actions have placed his pharmacy license in jeopardy and could potentially end his career as a licensed pharmacist in the state of Nevada. Joe understands the magnitude of his mistakes and will do everything that he can to rectify his behavior. As someone who was once his student, and now a practicing pharmacist, I ask that you consider his many years of service to the Las Vegas community, his remarkable and compassionate patient care, and most of all, his love for the pharmacy profession.

Sincerely,



Leonor Rojas, PharmD., BCPS

"I declare under penalty of perjury of the laws of the State of Nevada and the United States Constitution that the foregoing is true and correct to the best of my knowledge."

Robert Seik, PharmD, FMNM
CEO – Owner
Partell Specialty Pharmacy
8751 W. Charleston Blvd.
Suite 120
Las Vegas, NV 89117

To Whom It May Concern,

I declare under penalty of perjury of the laws of the State of Nevada and the United States Constitution that the foregoing is true and correct to the best of my knowledge.

I have known Jose 'Joe' Ferran since he became a staff pharmacist for my company in June 2017. Joe performed exceptionally as a pharmacist and was quickly promoted to Pharmacy Manager in July 2017. From the beginning, Joe has been a consummate professional and has garnered the respect and appreciation of my company's loyal prescribers and their customers as well as the pharmacy staff and the company's executive team.

Joe is efficient, detail-oriented, and extremely competent. He often successfully finishes Pharmacy Manager tasks before their deadlines. He is extremely organized and never misses an opportunity to give my pharmacy's customers exceptional service with his promptness, knowledge, and kindness.

Joe also has an excellent rapport with the pharmacy staff along with me and the rest of the company's executive team. He has excellent communication skills and is an extremely capable and reliable pharmacy manager. I am confident in Joe's ability to operate as a manager for my company and I trust him implicitly, a trust he has earned through his exemplary service as an excellent employee and his professionalism as a pharmacist.

In summary, my support of Jose 'Joe' Ferran and this letter of reference is something he has earned and is well-deserved.

Sincerely,



Robert Seik, PharmD, FMNM
702-686-5218
rseik@partellpharmacy.com

Exhibit E.**“Continuing Education Units.”**

- 3.8.19 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism Course Completion Certificate
- 3.8.19 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism 12 month Follow Up Course Completion Letter
- 9.5.18 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism 6 month Follow Up Course Completion Letter
- 2.25.18 Professional Boundaries, Inc., Pharmacy Ethics and Professionalism Course Completion Letter
- 2.24-25.18 UC Irvine Professional Boundaries Pharmacy Ethics and Professionalism Course Agenda (CEU 22)
- 2.13.18 UC Irvine Professional Boundaries Pharmacy Ethics and Professionalism Course Pre-course Instructions
- 2008-2015 Walmart CEUs Spreadsheet



March 08, 2019

Jose Angel Ferran, PHARM.D
Mantle Ave
North Las Vegas, NV 89084

Dear Jose Angel Ferran:

This letter will confirm that you participated in the 12-month follow-up session for the February 24 -25, 2018 **PBI Pharmacy Ethics and Professionalism**. Your participation in the program is now complete.

If you are under regulatory requirement to complete the follow-up component of this course, you may provide this letter to your regulator in addition to your Certificate of Completion. You are responsible for providing your regulator with a copy of your Certificate of Completion.

We hope you found the course to be insightful and helpful in going forward in your career. Thank you for choosing PBI.

If you have any questions or concerns, please do not hesitate to contact Leia Leiser, Education and Development Manager at 904-860-6204.

Best,

A handwritten signature in black ink, appearing to read "Leia Leiser", is written over a light blue horizontal line.

Leia Leiser

Education and Development Manager

Professional Boundaries, Inc. (Provider #217) is accredited by the California Accreditation of Pharmacy Education (CAPE) as a recognized provider of continuing pharmacy education. CE Credit for this program expires March 14, 2021. CAPE is accredited by the Pharmacy Foundation of California to provide continuing medical education for pharmacists.



PBI Education
(a trade name of Professional Boundaries, Inc.)
certifies that

Jose Angel Ferran, PharmD
License Number: NV-16283
Mantle Ave

Has participated in the live activity and completed the necessary requirements to receive credit for the following continuing pharmacy education course:

PBI Pharmacy Ethics and Professionalism

on

February 24-25, 2018

and is awarded 22 Hours, 2.2 CPE / CEU Credits



PBI Education (Provider #217) is accredited by the California Accreditation of Pharmacy Education (CAPE) as a recognized provider of continuing pharmacy education. CE Credit for this program expires March 14, 2021. CAPE is accredited by the Pharmacy Foundation of California to provide continuing medical education for pharmacists.

A handwritten signature in black ink, appearing to read "Stephen J. Schenthal".

*Not valid unless signed by the CAPE Administrator.

Stephen J. Schenthal, MD, MSW
 CAPE Administrator
 PBI Education

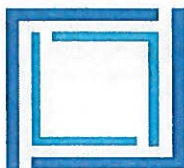
PBI Education
 1301 Riverplace Blvd., Suite 800
 Jacksonville, FL 32205
 (Phone) 904-800-1237
 (Fax) 305-723-8547
 www.pbieducation.com

03/08/2019

Date Issued

03/08/2022

Course Expiration Date



PROFESSIONAL BOUNDARIES, INC.

Keeping Professionals Professional

September 05, 2018

Jose Angel Ferran, PHARM.D

7 Mantle Ave

North Las Vegas, NV 89084

Dear Jose Angel Ferran:

This letter confirms that you have completed the 6-Month Follow-up component for the *PBI Pharmacy Ethics and Professionalism* that you attended February 24 -25 2018 in Irvine, . **You are responsible for providing the Pharmacy Board with a copy of this letter.**

The board requires you to participate in a 12 month follow-up in February 2019 or sooner if you must complete the course prior to that date, in order to receive your Certificate of Completion.

The board will be notified by PBI after you have completed all requirements of the program. At the successful completion of your second longitudinal follow-up in February 2019 or sooner if you must complete the course prior to that date, you will receive a Certificate of Completion. **You are responsible for providing the board with a copy of your Certificate of Completion.**

If you have any questions or concerns, please do not hesitate to Leia Leiser, Education and Development Manager at 904-860-6204.

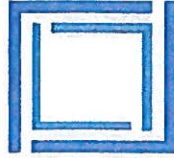
Best,

Leia Leiser

Education and Development Manager

cc: Board

Professional Boundaries, Inc. (Provider #217) is accredited by the California Accreditation of Pharmacy Education (CAPE) as a recognized provider of continuing pharmacy education. CE Credit for this program expires March 9, 2019. CAPE is accredited by the Pharmacy Foundation of California to provide continuing medical education for pharmacists.



PROFESSIONAL BOUNDARIES, INC.

Keeping Professionals Professional

February 25, 2018

Jose Angel Ferran, PHARM.D
Mantle Ave
North Las Vegas, NV 89084

Dear Jose Angel Ferran:

This letter confirms that February 24-25 2018, you attended the Pharmacy Ethics and Professionalism Course portion of the PBI PE-22C ethics program in Irvine. The board requires that within one year after course completion you complete a longitudinal follow up component of the program in order to receive your Certificate of Completion for the ethics program. (If your probationary period ends within less than a year, you may be required to complete your follow-up component earlier.) To date, you have completed 22 CE/CPE credit hours, which include 8 CE/CPE credit hours of pre-course work and 14 CE/CPE credit hours from the 2-day live portion of the program that you attended.

The board requires you to participate in the 6 & 12 month follow-ups in August 2018, and February 2019, in order to receive your Certificate of Program Completion.

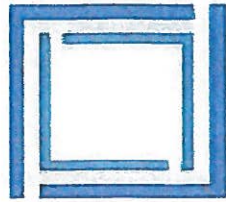
The board will be notified by PBI after you have completed all requirements of the program. At the successful completion of your second longitudinal follow-up, you will receive a Certificate of Completion from the California Accreditation of Pharmacy Education (CAPE). **You are responsible for providing the board with a copy of your Certificate of Completion.**

If you have any questions or concerns, please do not hesitate to contact Leia Hutfles, Course Administrator, at 904-800-1237.

Sincerely,

Leia Hutfles
Course Administrator

Professional Boundaries, Inc. is accredited by the California Accreditation of Pharmacy Education (CAPE) as a recognized provider of continuing pharmacy education. CE Credit for this program expires March 9, 2019. CAPE is accredited by the Pharmacy Foundation of California to provide continuing medical education for pharmacists.



**PBI Pharmacist Ethics
and Professionalism Course**
AN ETHICS PROTECTION, VIOLATION PREVENTION
COURSE

Year Round Availability

IN PARTNERSHIP WITH THE CALIFORNIA ACCREDITATION FOR
PHARMACY EDUCATION AND THE CALIFORNIA BOARD OF
PHARMACY



22 CPE CREDIT HOURS*
ADDITIONAL 12 CREDITS AVAILABLE THROUGH WEEKLY POST-COURSE
TELECONFERENCES FOR INCREASED ACCOUNTABILITY AND ENHANCED
FOLLOW-UP.

Produced by
Professional Boundaries, Inc.

Course Objectives

Upon completion, participants will:

- Define the concept of professionalism as it relates to pharmacists
- Identify unique risk factors that create legal, regulatory, and risk management issues for pharmacists
- Discuss the important statutes and regulations that govern the practice of pharmacy, how and why they were created, and what boards of pharmacy do to enforce them
- Identify how and why pharmacists enter the legal/regulatory system
- Define the concept of unprofessional conduct
- Identify and define violation potentials for ethical issues utilizing the Ethics Formula
- Create a personal Ethics Protection Plan to maintain professional ethics and safeguard against ethics violations
- Demonstrate the use of peer group discussions to solve ethical dilemmas

Course Schedule & Outline

Pre-course Component - 8 CPE HOURS: Prior to the live course, the participant will complete the following:

- Reading assignments - PE-22 Reading Packet
- Submit copies of their board order(s)
- Write in their own words a description of their violation
- Look up, read, and critique their own specialty and pharmacy codes of ethics
- Write their own personal "Code of Ethics"
- Research their violation through review of state statutes and regulations
- List and analyze their personal vulnerabilities, the risk factors intrinsic within their particular work setting, their resistance to exploring these factors, and accountability that might help prevent future violations

THE COURSE BEGINS EACH DAY AT 8:15 AM AND CONCLUDES EACH DAY AT 5:00 PM. ALL OTHER TIMES MAY VARY.

This course is designed to be an interactive course with specific objectives to accomplish within the designated time frame. Attendee participation is required throughout. In order to qualify for the 22 CPE credit hours, attendees must be present and participating each day from 8:15 am to 5:00 pm. Please make travel arrangements accordingly.

LIVE COURSE, Day 1:

8:15 AM - 9:00 AM

Orientation, fundamentals, and overview

- Introductions / Logistics / Course Overview / Goals & Objectives
- Faculty disclosure statements / Confidentiality statement
- Code of Ethics and the Hippocratic Oath-Betraying Professional Trust
- Sharing by each attendee regarding why they are in the course and what their expectation and goals are for the course - feedback by the group
- Taking accountability for what you have done

9:00 AM - 10:15 AM

Medical Ethics, oaths, boards, and ethics violations

- Lecture and discussion
- Domino effect
- State boards differ
- Ethical principles - AMA, Hippocratic Oath, APhA, others
- Unprofessional behavior
- Causes / psychodynamics of Ethics Violations
- Clinical Framework

10:15 AM - 10:30 AM

BREAK

10:30 AM - 11:15 AM

Sex, Drugs, Power, and Disciplinary Action

- Lecture and discussion
- Professionalism and why it's important
- Overview of the most common problems that jeopardize pharmacist's licenses
- Sexual boundary violations
- Substance abuse among pharmacists
- Disruptive behavior among pharmacists

11:15 AM - 12:15 AM

Group discussion regarding causes of ethics violation

- All participants share regarding underlying causes of their violations
- Review of individual violations
- Review of assignments
- Orientation to the Ethics / Boundaries Formula
- Learning to apply the concepts of the Formula for greater insight into ethical processing

12:15 PM - 1:15 PM

LUNCH

1:15 PM - 2:00 PM

Categories of pharmacists by professional/personality type

- Know/care
- Don't know/care
- Know/don't care
- Don't know/don't care

2:00 PM - 2:45 PM

Risk factors for pharmacist adversity

- How they were taught to see themselves in school
- Intellectual attributes of the typical pharmacist
- Personality traits of the typical pharmacist
- Professional expectations of pharmacists by other stakeholders (patients, MDs, nurses, regulators, attorneys)
- Pressure to perform in a certain way by other stakeholders (supervisors, regulators)

2:45 PM - 3:00 PM

BREAK

3:00 PM - 5:00 PM

Overview of the legal system

- The court system
- Statutes
- Regulations
- How and why pharmacists enter the legal/regulatory system
- How to keep pharmacists out of the legal/regulatory system
- The logistics of the California Board of Pharmacy disciplinary system
- Unprofessional conduct
- Legal, regulatory, and risk management issues unique to pharmacists
 - Acts of omission
 - Failure to perform drug utilization reviews
 - Failure to counsel
 - Failure to maintain records
 - Failure to exercise "corresponding responsibility" in dispensing of controlled substances
 - Drug diversion for self-use or future sale
 - Substandard compounding
 - Illegal manufacturing under the guise of compounding
 - Violations of basic business law
 - Fraud, waste, and abuse
 - Violations of trade laws involving prescription drugs
 - Reasons why some pharmacists appear oblivious to potential adversity

LIVE COURSE, Day 2:

8: 15 AM - 10:00 AM

The Ethics Formula™ - developing an individualized Stratified Ethics Protection Plan™

- Review of previous day's material
- Explanation of violation potential
- Review of risk factors and how they contribute to ethics violations

10:15 AM - 10:30 AM

BREAK

10:30 AM - NOON

Boundary and Ethics Formula - developing your personal protection plan

- Review of personal vulnerabilities and how they contribute to an ethics violation
- Resistance and resistance to facing resistance
- Developing your personal protection plan

NOON - 1:00 PM

LUNCH

1:00 PM - 2:00 PM

Self-care, Red Flags, Protect Yourself

- Lecture and small group discussion
- Review of "self-care" necessities
- How to identify when you are "wandering off course"
- Questions about how boards operate

2:00 PM - 3:00 PM

Developing your own Personal Ethics Violation Protection Plan

- Participants will take the Ethics Self-Assessment Test (ESAT)
- Developing a first draft of the Stratified Ethics Protection Plan
- Share protection plans individually to the group and receive feedback from the group

3:00 PM - 3:15 PM

BREAK

3:15 PM - 4:45 PM

Developing your own Stratified Ethics Protection Plan (cont'd.)

- Revise individualized protection plans based on feedback
- Role play protection plan
- Discussion and program evaluations

4:45 PM

ADJOURN

CPE Information

Accreditation Statement

Professional Boundaries, Inc. is an accredited provider of continuing education courses for pharmacy professionals under the requirements of California Accreditation for Pharmacy Education and the California Board of Pharmacy. **CAPE PROVIDER #217**

Designation Statement

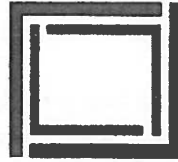
California Accreditation for Pharmacy Education and the California Board of Pharmacy designates these live activities each for a maximum of 22 PRA Category 1 Credits™. Pharmacists should claim only the credit commensurate with extent of their participation in the activity.

Disclosure Policy

It is the policy of the California Accreditation for Pharmacy Education and the California Board of Pharmacy to ensure balance, independence, objectivity and scientific rigor in all CPE activities. Full disclosure of conflicts and conflict resolutions will be made prior to the activity in writing via handout materials, insert, or syllabus.

California Assembly Bill 1195

This activity is in compliance with California Assembly Bill 1195, which requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. For specific information regarding Bill 1195 and definitions of cultural and linguistic competency, please visit the CPE website at www.cpha.com/cape.



PROFESSIONAL BOUNDARIES, INC.

Keeping Professionals Professional

Pharmacy Ethics and Professionalism

Pre-Course Instructions



IMPORTANT: PLEASE COMPLETE AND SUBMIT ALL ASSIGNMENTS NO LATER THAN THE TUESDAY BEFORE THE LIVE COURSE

Complete your Personal Profile form

Upload an entire copy of any and all board order(s), or correspondences regarding your offense. Board Orders should include Accusation, Factual Findings, Stipulated Settlement, etc.

Download the live course agenda for a detailed outline of the topics covered during the live course.

Download, print, and read the reading packet.

Read sections I-IV ('Introduction' through 'The Concept of Moral Authority').

Assignment - Ethical Violations: Research Your Violation

Rather than studying the vast spectrum of offenses, participants are to study their particular offense in relationship to the specific Code of Ethics and state statutes that were transgressed. Codes of Ethics can usually be found at your professional specialty's website, or on the American Pharmacist Association website. Research these statutes and

2/13/2018

PE-22 Pharmacy Ethics & Professionalism Course

codes pertaining to your offense and identify the exact codes or laws you may have violated.

Copy and paste into a document, and/or summarize the following, pertaining to your offense (or alleged offense):

- o Statutes (Medical Practice Act or similar) from your state laws
- o Laws, rules, guidelines, policies from your regulatory board website
- o Code of ethics from state or national associations, specialty societies, and/or any other professional groups that regulate or support your profession
- o In your own words, summarize any ethical offense(s) you are accused of having committed.

Click [Here](#) to upload this assignment.

Assignment - Personal Code of Ethics

Develop a document that reflects your personal code of ethics, in your own words. You may utilize a format and/or content similar to that of your professional association, or any other you prefer.

Click [Here](#) to upload this assignment.

Assignment - My Story

Write an essay, 1-3 pages in length, entitled "My Story", in which you provide a detailed description of your violation or offense, as well as the "how" and "why" it occurred at this point in your career.

Click [Here](#) to upload this assignment.

Read sections V-VII ('The Ethics Formula and the Slippery Slope' through 'Accountability and Forgiveness').

Assignment - Personal Vulnerabilities and Risk Factors

Create a list of your personal vulnerabilities and risk factors, as described in the section "Overview of the Formula Elements" (pages 20-30).

Click [Here](#) to upload this assignment.

Please remember to print out a copy of all four assignments to bring with you to the live course.

Code	Agency	Project Title	Start Date	End Date	Status	Comments
001
002
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Exhibit F.**“Performance Evaluations.”**

2017 Annual Performance Evaluation
2016 Annual Performance Evaluation
2015 Annual Performance Evaluation
2014 Annual Performance Evaluation
2013 Annual Performance Evaluation
2013 Mid Year Performance Evaluation
2012 Annual Performance Evaluation
2012 Mid Year Performance Evaluation
2011 Annual Performance Evaluation

**FY17 Annual Performance Evaluation (50/40/10)-WM Goal
Plan PMv11 for JOSE FERRAN**



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 PM Job Code: 100000421
 Manager: MOLLIE HARLOW
 PM Facility/Location: 4557

Goals

Category: Relative
Performance Goal:
 CUSTOMER EXPERIENCE RX
Plan: 9.15 **Actual:** 9.15 **Index:** 0.00% **Percentile:** 0.00% **Weight:** 25.0%
Rating: Solid Performer

Category: Relative
Performance Goal:
 SALES \$ INDEX TO PLAN
Plan: \$9,156,398.45 **Actual:** \$8,696,863.03 **Index:** 94.98% **Percentile:** 9.60% **Weight:** 25.0%
Rating: Development Needed

Category: Relative
Performance Goal:
 TOTAL PROFIT \$ INDEX TO PLAN
Plan: \$989,843.59 **Actual:** \$1,075,470.23 **Index:** 108.65% **Percentile:** 78.00% **Weight:** 25.0%
Rating: Exceeds Expectations

Category: Relative
Performance Goal:
 QUALITY
Plan: 0.00% **Actual:** 4.80% **Index:** 0.00% **Percentile:** 0.00% **Weight:** 25.0%
Rating: Exceeds Expectations

Goals Summary

Category: Summary
Performance Goal Summary:
 Summary **Percentile:**
 0
Rating: Solid Performer

Section Comments:
Managers Comments:
 QPF=Green 105.6% 9.66
 Q=Green 106.5% 9.82
 P=Green 105.4% 9.43
 F=Green 104.6% 9.83
 Green all year, 54 surveys

Associates Comments:
 Despite a very aggressive plan we have done well all except for sales. We have maintained one of the highest customer experience's in the region. We have maintained a YTD profit over 100% and have maintained excellent quality numbers throughout the year.

Competencies

When rating competencies, access the competency definitions and performance standards within the 'writing assistant' located in the Competencies Section Comments area.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Rating by MOLLIE HARLOW:
Rating: Exceeds Expectations

Rating by JOSE FERRAN:
Rating: Solid Performer

C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)

Rating by MOLLIE HARLOW:
Rating: Role Model

Rating by JOSE FERRAN:
Rating: Role Model

C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)

Rating by MOLLIE HARLOW:
Rating: Solid Performer

Rating by JOSE FERRAN:
Rating: Solid Performer

D. People Leadership: Influence and Communicate: Build and Influence Team (6592)

Rating by MOLLIE HARLOW:
Rating: Exceeds Expectations

Rating by JOSE FERRAN:
Rating: Solid Performer

E. Personal Leadership: Adaptability: Adapt and Learn (6579)

Rating by MOLLIE HARLOW:
Rating: Solid Performer

Rating by JOSE FERRAN:
Rating: Solid Performer

H. Functional: Compliance Focused Execution- Facility (2819)

Rating by MOLLIE HARLOW:
Rating: Solid Performer

Rating by JOSE FERRAN:
Rating: Solid Performer

H. Functional: Quality Patient Care- Facility (2822)

Rating by MOLLIE HARLOW:
Rating: Exceeds Expectations

Rating by JOSE FERRAN:
Rating: Solid Performer

Section Comments:

Managers Comments:

Judgment- good self awareness and self assessment of the business, Joe's opinion is truly valued in the market, teaches IMZ class, shares best practices
Customer centered performance- Green all boxes, all times, ranked #1 or 2 in all areas for the region, PEM 92%, In-store on-time % 80%
Influence and communicate- takes a team approach, all techs knowledgeable of all processes, all techs extremely high performing, shares best practices on conference calls, influences all staff in positive manner, one of the best workflows, pilot store for all new rollouts
Quality Pt Care- 810 IMZ given, 2 star 4/5 & top 20, IA 97.89% for the year

Associates Comments:

Our customer experience is one of the highest in the region. When the customer is happy with their experience and our service, everything else falls into place.

Diversity and Inclusion

When rating Diversity, access the Diversity definition and performance standards within the 'writing assistant' located in the Diversity and Inclusion Section Comments area.

G. Diversity: Diversity: (6571)

Rating by MOLLIE HARLOW:
Rating: Solid Performer

Rating by JOSE FERRAN:
Rating: Solid Performer

Section Comments:**Managers Comments:**

Joe has met the company diversity requirement.

Associates Comments:

Diversity is an area that closely follows the customer experience. I strive to create a diverse workplace and train my staff to acknowledge and embrace the diversity of the community in which we work to better serve the customer. I create a positive workplace by consistently encouraging teamwork in an environment of respect where associates value and seek to understand the different perspectives of others and in turn that positiveness is reflected on to the customers.

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

- Maintained profit of >100% YTD.
- Met and surpassed IMZ goal.
- Maintained input accuracy of >95% all year.
- Achieved one of the highest QPF scores in the region all throughout the year.
- Continued to build on MTM.

Opportunities

Our focus for this year will be to further implement our clinical MTM services in our workflow. Our goal is to get all our clinical metrics to 5 starts and eventually to top 20%. We will accomplish this by continuing to the tools provided to us in terms of PMAR, outcomes MTM, Mirixa, and eventually Sinfonia.

Strengths and Opportunities (Manager Comments)

This section provides specific feedback to the associate on accomplishments and observed behaviors throughout the year. Comments will appear on an associate's record in other HR systems.

Strengths

1. Maintained a green store the entire year- Outstanding customer service in all rating areas
2. IA score above 97% for the year, highly trained exceptional techs
3. PEM and In-store ontime % one of the highest in the market

Opportunities

1. Make adherence a focus to meet the 2017 CMS star ratings
2. Would like to see more surveys throughout the year
3. IMZ goal will be tougher next year- need to develop plan early

Summary

Overall Performance Rating: Solid Performer

	Rating	Weights
Goals Summary	Solid Performer	50.0%
Summary	Solid Performer	
Competencies	Exceeds Expectations	40.0%
B. Thought Leadership: Judgment: Make Informed Judgments (6595)	Exceeds Expectations	
C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)	Role Model	
C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)	Solid Performer	
D. People Leadership: Influence and Communicate: Build and Influence Team (6592)	Exceeds Expectations	
E. Personal Leadership: Adaptability: Adapt and Learn (6579)	Solid Performer	
H. Functional: Compliance Focused Execution- Facility (2819)	Solid Performer	
H. Functional: Quality Patient Care- Facility (2822)	Exceeds Expectations	
Diversity and Inclusion	Solid Performer	10.0%

G. Diversity: Diversity: (6571)**Solid Performer**

Signature

The electronic signature acknowledges the performance discussion has taken place between the associate and manager. As a manager, it acknowledges you have reviewed any final comments made by the associate.

Associate: JOSE FERRAN 03/24/2017

JOSE FERRAN

Manager: MOLLIE HARLOW 04/03/2017

MOLLIE HARLOW

FY16 Annual Performance Evaluation (50/40/10)-WM Goal Plan for JOSE FERRAN



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 PM Job Code: 100000421
 Manager: MOLLIE HARLOW
 PM Facility/Location: 4557

Goals

Category: Relative
Performance Goal:
 CUSTOMER EXPERIENCE RX

Plan:	Actual:	Index:	Percentile:	Weight:
9.1	9.2	0.00%	0.00%	25.0%

Rating: Role Model

Category: Relative
Performance Goal:
 SALES \$ INDEX TO PLAN

Plan:	Actual:	Index:	Percentile:	Weight:
\$8,483,551.95	\$8,375,913.71	98.73%	0.00%	25.0%

Rating: Solid Performer

Category: Relative
Performance Goal:
 TOTAL PROFIT \$ INDEX TO PLAN

Plan:	Actual:	Index:	Percentile:	Weight:
\$989,613.11	\$1,063,891.37	107.51%	0.00%	25.0%

Rating: Exceeds Expectations

Category: Relative
Performance Goal:
 QUALITY

Plan:	Actual:	Index:	Percentile:	Weight:
0.00%	4.70%	0.00%	0.00%	25.0%

Rating: Role Model

Goals Summary

Category: Summary
Performance Goal Summary:
 Summary

Percentile:
 0%

Rating: Exceeds Expectations

Section Comments:

Managers Comments:

Customer Experience (goal>9) - actual 9.1
 Sales index to plan: 98.7%
 Profit index to plan: 107.5%
 Quality index: 4.7

Associates Comments:

Continue to drive our business by engaging our customers in the community.

Competencies

When rating competencies, access the competency definitions and performance standards within the 'writing assistant' located in the Competencies Section Comments area.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)

Rating by MOLLIE HARLOW:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

D. People Leadership: Influence and Communicate: Build and Influence Team (6592)

Rating by MOLLIE HARLOW:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

E. Personal Leadership: Adaptability: Adapt and Learn (6579)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Compliance Focused Execution- Facility (2819)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Quality Patient Care- Facility (2822)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

Section Comments:

Managers Comments:

IMZ (goal 592) -actuals 174 expanded, 273 flu =447 total IMZ (missed Goal here)
Outcome tips (goal NER >35%) 118% completion 88% NER
Outcome CMR 100% successful
Mirxia cases 56% completed, 56% successful
Mirxia CMR- 0 assigned

Associates Comments:

Ensures Customers/Members receive the level of service that builds their trust and confidence.

Adj IA (goal >95%) actual 97.2%

Input re-routing (goal 88%) - actual 84%

Pt expectations met (goal >80%) - actual 90%

In-store ontime (goal 80%) -actual 74%

Diversity and Inclusion

When rating Diversity, access the Diversity definition and performance standards within the 'writing assistant' located in the Diversity and Inclusion Section Comments area.

C. Diversity: Diversity: (6571)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:**Managers Comments:**

Joe has met the company diversity requirement.

Associates Comments:

Completes all diversity requirements applicable to his or her position (example: mentoring, inclusive behaviors, diversity and inclusion training, etc.)

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

Our commitment to customer service is the primary reason for growth of our business. Our persistent training of our pharmacists, technicians, and cashiers through our quality care initiatives only improve our focus on the customer.

Opportunities

Continue to focus on clinical services such as MTM, and immunizations.

Strengths and Opportunities (Manager Comments)

This section provides specific feedback to the associate on accomplishments and observed behaviors throughout the year. Comments will appear on an associate's record in other HR systems.

Strengths

Customer centered: CE score above 9 throughout the entire year, few to no 800- complaints, PEM for the year at 90%
Influence and communicate: leader amongst peers, speaks up on conference calls to offer best practices, above average knowledge level of all associates (aware of goals and priorities)
Functional quality patient care- excellent job with Outcomes Tips / CMR's and Adj IA, all exceeding company goals

Opportunities

Develop technicians and other staff Pharmacists to include immunization discussions in all patient interactions- shy of goal this year
Consider pulling your team together and leading an associate volunteer or diversity event

Summary

	Overall Performance Rating:	Exceeds Expectations	Weights
Goals Summary		Exceeds Expectations	50.0%
Summary		Exceeds Expectations	
Competencies		Solid Performer	40.0%
<u>B. Thought Leadership: Judgment: Make Informed Judgments (6595)</u>		Solid Performer	
<u>C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)</u>		Exceeds Expectations	
<u>C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)</u>		Solid Performer	
<u>D. People Leadership: Influence and Communicate: Build and Influence Team (6592)</u>		Exceeds Expectations	
<u>E. Personal Leadership: Adaptability: Adapt and Learn (6579)</u>		Solid Performer	
<u>H. Functional: Compliance Focused Execution- Facility (2819)</u>		Solid Performer	
<u>H. Functional: Quality Patient Care- Facility (2822)</u>		Solid Performer	
Diversity and Inclusion		Solid Performer	10.0%
<u>G. Diversity: Diversity: (6571)</u>		Solid Performer	

null

Overall Performance Objective Rating 4.0 / 5.0

Adjusted Objective Rating: 4.0 / 5.0
Overall Competency Rating 3.23 / 5.0
Adjusted Competency Rating: 3.0 / 5.0

Signature

The electronic signature acknowledges the performance discussion has taken place between the associate and manager. As a manager, it acknowledges you have reviewed any final comments made by the associate.

Associate: JOSE FERRAN 03/29/2016

JOSE FERRAN

Manager: MOLLIE HARLOW 03/29/2016

MOLLIE HARLOW

FY15 Annual Performance Evaluation (50/40/10)-WM Goal Plan for JOSE FERRAN



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 PM Job Code: 10000421
 Manager: MOLLIE HARLOW
 PM Facility/Location: 4557

Goals

Category: Relative
Performance Goal:
 CUSTOMER EXPERIENCE RX
Rating: Role Model

Plan:	Actual:	Index:	Percentile:	Weight:
9	9.24	0.00%	0.00%	25.0%

Category: Relative
Performance Goal:
 SALES - PHARMACY
Rating: Role Model

Plan:	Actual:	Index:	Percentile:	Weight:
\$6,633,549.90	\$7,526,704.43	113.46%	0.00%	25.0%

Category: Relative
Performance Goal:
 PROFIT - PHARMACY
Rating: Solid Performer

Plan:	Actual:	Index:	Percentile:	Weight:
\$1,010,610.52	\$1,004,095.90	99.36%	0.00%	25.0%

Category: Relative
Performance Goal:
 QUALITY IMPROVEMENT
Rating: Role Model

Plan:	Actual:	Index:	Percentile:	Weight:
0.00%	4.50%	0.00%	0.00%	25.0%

Goals Summary

Category: Summary
Performance Goal Summary:
 Summary
Rating: Exceeds Expectations

Percentile:
 0.00%

Section Comments:

Managers Comments:
 Joe and his staff do an outstanding job taking care of our customers with a 9.31 CE score to prove it and the sales and profit that follow. His quality improvement metrics also indicate he is teaching and training his staff, leading to an efficient and safe pharmacy.

Associates Comments:

We have had a great year at 4557. Sales, profit, and script count have steadily increased throughout the year while still maintaining a CE score >9 all year.

Competencies

When rating competencies, access the competency definitions and performance standards within the 'writing assistant' located in the Competencies Section Comments area.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

D. People Leadership: Influence and Communicate: Build and Influence Team (6592)

Rating by MOLLIE HARLOW:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Solid Performer

E. Personal Leadership: Adaptability: Adapt and Learn (6579)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Compliance Focused Execution- Facility (2819)

Rating by MOLLIE HARLOW:

Rating: Development Needed

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Manages Pharmacy Operations (1126)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Oversees Inventory Flow (1291)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Quality Patient Care- Facility (2822)

Rating by MOLLIE HARLOW:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

Section Comments:

Managers Comments:

Overall Joe runs a very solid pharmacy. He teaches and trains his staff to do things the right way, and ensures all associate are doing their part. I consistently receive praises and compliments on him and his staff from customers. Through his leadership, Joe has built a team of associates who truly take pride in their work and their pharmacy.

Associates Comments:

This past year has been a year of incredibly increased business. I believe I was able to create a team to focus on the tasks at hand amid our ever-changing pharmacy business.

My team has maintained over 95% input accuracy throughout the year. My MTM champion was crucial in our success implementing MTM in our workflow and my whole team quickly adapted to the new IMZ program.

Diversity and Inclusion

When rating Diversity, access the Diversity definition and performance standards within the 'writing assistant' located in the Diversity and Inclusion Section Comments area.

G. Diversity: Diversity: (6571)

Rating by MOLLIE HARLOW:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:

Managers Comments:

Jose has met the formal diversity requirement.

Associates Comments:

Being Hispanic myself I know the importance of maintaining a diverse work culture. I use examples I've encountered throughout my life and have stressed the importance of having and embracing diversity in order to take care of our customers and making them feel comfortable when they come to do business with us.

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

My performance is only as good as my staff. I have a great staff that truly enjoy what they do and enjoy working with our customers. This is demonstrated by our >9 CE score throughout the year. Pharmacy sales, script count and profit have been stellar this year and none of this would be possible without good staff. From our front line cashiers, to the technicians, and great pharmacists, they have taken my passion of taking care of the customer to heart and made it their own passion.

Opportunities

This year I would like to do a better job of maintaining my in-stock availability. This is a sore spot to me. I hope to work with my market manager and colleagues to improve this.

Strengths and Opportunities (Manager Comments)

This section provides specific feedback to the associate on accomplishments and observed behaviors throughout the year. Comments will appear on an associate's record in other HR systems.

Strengths

Joe has created and fostered an environment of truly companionate team members and extended outstanding customer service to our patients.

TIPs completed 95.38% exceeding company goal of 80% with a 49.19% success rate (goal is 55%)

Maintained a patient expectations met score of 89% exceeding company goal of 80%

IA YTD at 97.5% exceeding company goal of 95%

CE score >9

Opportunities

Review S3G reports to ensure we have appropriate staffing

Reduce Over Time

Drive IMZ, both expanded and Flu to meet company goals

Summary

Overall Performance Rating: Solid Performer

<u>Goals Summary</u>	Rating	Weights
<u>Summary</u>	Exceeds Expectations	50.0%
<u>Competencies</u>	Solid Performer	40.0%
<u>B. Thought Leadership: Judgment: Make Informed Judgments (6595)</u>	Solid Performer	
<u>C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)</u>	Solid Performer	
<u>D. People Leadership: Influence and Communicate: Build and Influence Team (6592)</u>	Exceeds Expectations	
<u>E. Personal Leadership: Adaptability: Adapt and Learn (6579)</u>	Solid Performer	
<u>H. Functional: Compliance Focused Execution- Facility (2819)</u>	Development Needed	
<u>H. Functional: Manages Pharmacy Operations (1426)</u>	Solid Performer	
<u>H. Functional: Oversees Inventory Flow (1291)</u>	Solid Performer	
<u>H. Functional: Quality Patient Care- Facility (2822)</u>	Exceeds Expectations	
<u>Diversity and Inclusion</u>	Solid Performer	10.0%
<u>G. Diversity: Diversity: (6571)</u>	Solid Performer	

null

Overall Performance Objective Rating 4.0 / 5.0

Adjusted Objective Rating: 4.0 / 5.0

Overall Competency Rating 3.1 / 5.0
Adjusted Competency Rating: 3.0 / 5.0

Signature

The electronic signature acknowledges the performance discussion has taken place between the associate and manager. As a manager, it acknowledges you have reviewed any final comments made by the associate.

Associate: JOSE FERRAN 03/30/2015

JOSE FERRAN

Manager: MOLLIE HARLOW 03/30/2015

MOLLIE HARLOW

FY14 Annual Performance Evaluation (50/40/10) - WM Goal Plan for JOSE FERRAN



Associate Information					
Last Name:	FERRAN				
First Name:	JOSE				
Job Title:	Pharmacy Manager				
PM Job Code:	10000421				
Manager:	SHANEIQUA N MOODY				
PM Facility/Location:	4557				
Goals					
Category: Relative					
Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
CUSTOMER EXPERIENCE RX	8.89	9.25	0.00%	0.00%	25.0%
Rating:	Role Model				
Category: Relative					
Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
PROFIT - PHARMACY	\$1,188,304.41	\$1,019,884.20	85.83%	0.00%	25.0%
Rating:	Development Needed				
Category: Relative					
Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
SALES - PHARMACY	\$6,525,860.64	\$6,130,218.06	93.94%	0.00%	25.0%
Rating:	Development Needed				
Category: Relative					
Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
QUALITY IMPROVEMENT	0.00%	4.00%	0.00%	0.00%	25.0%
Rating:	Exceeds Expectations				
Goals Summary					
Category: Summary					
Performance Goal Summary:			Percentile:		
Summary			0		
Rating:	Solid Performer				
Section Comments:					
Managers Comments:	Great job driving patient safety and customer experience in your store!		Associates Comments: Continue to grow business. Script volume has definitely increased.		
Competencies					
When rating competencies, access the competency definitions and performance standards within the <u>'writing assistant'</u> located in the Competencies Section Comments area.					
B. Thought Leadership. Judgment: Make Informed Judgments (6595)					
Rating by SHANEIQUA N MOODY:			Rating by JOSE FERRAN:		
Rating:	Solid Performer		Rating: Solid Performer		

C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)

Rating by SHANEIQUA N MOODY:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

D. People Leadership: Influence and Communicate: Build and Influence Team (6592)

Rating by SHANEIQUA N MOODY:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

E. Personal Leadership: Adaptability: Adapt and Learn (6579)

Rating by SHANEIQUA N MOODY:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

H. Functional: Compliance Focused Execution- Facility (2819)

Creates and fosters an environment centered on health care compliance execution. Actively communicates, trains, and guides the processes for completion and follow-up on compliance initiatives to associates within Health & Wellness and other associates as applicable to the respective health care business. Implements compliance initiatives and priorities and monitors compliance execution by others. Ensures appropriate operational execution of billing procedures, HIPAA compliance adherence, and Standard Operating Procedures (SOP). Utilizes auditing processes to identify compliance issues and implement processes for improvement.

Rating by SHANEIQUA N MOODY:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Manages Pharmacy Operations (1426)

Rating by SHANEIQUA N MOODY:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

H. Functional: Oversees Inventory Flow (1791)

Rating by SHANEIQUA N MOODY:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Quality Patient Care- Facility (2828)

Creates a culture of patient care, safety, and accuracy. Communicates clear expectations regarding quality of care and patient safety. Ensures others are held accountable for following Standard Operating Procedures (SOP) and achieving expected quality and patient safety goals. Ensures counseling (providing information related to the health service provided) occurs on new therapy (new items) and as requested by patients or required by practice or state regulations, including appropriate documentation. Analyzes and identifies areas of improvement needed and implements intervention steps to improve team knowledge and focus on patient safety and risk reduction. Promotes reporting and transparency of errors whether actual or patient perceived. Writes timely and effective plans of action focused on identification and correction of root cause.

Rating by SHANEIQUA N MOODY:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

Section Comments:

Managers Comments:

Joe creates a culture of patient care, safety and accuracy.

Associates Comments:

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions.

Comments by JOANN THOMAS:

Identifies and applies sound, fact-based criteria in setting priorities and making decisions.

Identifies and plans for improvement in performance using key business metrics.

Diversity and Inclusion

When rating Diversity, access the Diversity definition and performance standards within the 'writing assistant' located in the Diversity and Inclusion Section Comments area.

G. Diversity: Diversity: (6571)

Rating by SHANEIQUA N MOODY:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:

Managers Comments:

Joe actively supports formal diversity goal requirements. He is currently mentoring two associates and has attended a company approved event. He has been an active participant and speaker at Pharmacy school events and is the Champion of IMZ for the Market.

Associates Comments:

Continue to improve staff to meet patients needs.

Comments by JOANN THOMAS:

Actively supports formal diversity goal requirements.

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

- increased script volume
- staff tailored to meet the needs of a diverse customer base

Opportunities

- continue to seek new ways for profits (i.e. MTM, immunizations)

Strengths and Opportunities (Manager Comments)

This section provides specific feedback to the associate on accomplishments and observed behaviors throughout the year. Comments will appear on an associate's record in other HR systems.

Strengths

Joe has done an outstanding job driving the script volume in his store, which an increase of +12.58% for the year. His customers have a great sense of trust in him and his team. They ended the year with an overall CE score of 9.25! Joe takes his care for patients above the norm for a Pharmacy manager. He goes out into the OTC dept and ensures that his key items are instock and are featured. He keeps up with up and coming products and knows what items his customers will be looking for. Joe has also been a key leader within the mkt and region by being selected to be an Immunization Champion. He keeps the team informed and ensures that they are prepared to take care of their customers when NV is able to immunize. Joe has also been a presenter at a Pharmacy school event. He has done a great job focusing on patient safety. He has consistently been above 95% on Input Accuracy and continues to focus on it with his team each week.

Opportunities

Continue to be a leader within the region by mentoring other Pharmacy managers and providing support to new pharmacists. Joe should ensure that he is utilizing his intern for intercepts, so that he can continue to grow his new patient traffic. Focus on consistently being over 80% on order completion, Partial fill to <0.75, Opt in Ready reminder to 75%. Ensure that your stronger technicians are taking on the leader role to help continue to develop your new associates. Continue to have weekly conversations with your technicians focusing on each individual's opportunities with input accuracy. Ensure proper processing of Genco returns, preventing waste and chargebacks. Also, ensure that overtime is kept to a minimum, which will greatly improve profit.

Summary

Overall Performance Rating: Solid Performer

Goals Summary

Rating	Weights
Solid Performer	50.0%

Summary

Solid Performer

Competencies

Solid Performer	40.0%
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B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Solid Performer

<u>C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)</u>	Solid Performer
<u>D. People Leadership: Influence and Communicate: Build and Influence Team (6592)</u>	Solid Performer
<u>E. Personal Leadership: Adaptability: Adapt and Learn (6579)</u>	Exceeds Expectations
<u>H. Functional: Compliance Focused Execution- Facility (2819)</u>	Solid Performer
<u>H. Functional: Manages Pharmacy Operations (1426)</u>	Solid Performer
<u>H. Functional: Oversees Inventory Flow (1291)</u>	Solid Performer
<u>H. Functional: Quality Patient Care- Facility (2822)</u>	Exceeds Expectations
<u>Diversity and Inclusion</u>	Exceeds Expectations 10.0%
<u>G. Diversity: Diversity: (6571)</u>	Exceeds Expectations
null	
Overall Performance Objective Rating 3.0 / 5.0	
Adjusted Objective Rating: 3.0 / 5.0	
Overall Competency Rating 3.4 / 5.0	
Adjusted Competency Rating: 3.0 / 5.0	
Signature	
The electronic signature acknowledges the performance discussion has taken place between the associate and manager. As a manager, it acknowledges you have reviewed any final comments made by the associate.	
Associate: <u>JOSE FERRAN</u>	<u>03/26/2014</u>
JOSE FERRAN	
Manager: <u>SHANEIQUA N MOODY</u>	<u>03/26/2014</u>
SHANEIQUA N MOODY	

FY13 Mid Year Performance Evaluation (50/40/10)-WM Goal Plan for JOSE FERRAN



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 PM Job Code: 100000421
 Manager: JOANN THOMAS
 PM Facility/Location: 4557

Introduction

Providing associates accurate and timely feedback on performance is a part of our company's Three Basic Beliefs. Both associate and manager have an active role in performance management. Setting clear goals, having regular discussions, and communicating about performance progress throughout the year are key to ensuring achievement of results and performance expectations. The performance evaluation is an opportunity for a formal discussion between associate and manager regarding performance on competencies and goals set at the beginning of the performance cycle.

Goals = 50%
 Competencies = 40%
 Diversity = 10%

Goals

Performance goals create alignment to drive business results. Ratings will be determined by established business results. A comment box for manager and associate is provided at the end of the section.

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
SCRIPT COUNT TO GOAL	40054.3	40037	99.96%	0.00%	25.0%

Rating: Exceeds Expectations

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
PROFIT - PHARMACY	\$443,341.06	\$522,371.57	117.82%	0.00%	25.0%

Rating: Exceeds Expectations

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
SALES - PHARMACY	\$2,950,106.30	\$2,925,739.18	99.17%	0.00%	25.0%

Rating: Solid Performer

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
CUSTOMER EXPERIENCE RX	8.85	8.55	0.00%	0.00%	25.0%

Rating: Solid Performer

Goals Summary

Category: Summary

Performance Goal Summary:	Percentile:
Summary	0.00%

Rating: Solid Performer

Section Comments:**Managers Comments:**

- Performing well on script count, sales and profit. Lucked out on the CE score not enough surveys conducted so rated solid.

Associates Comments:*No comments***Competencies**

Competencies are the knowledge, skills, abilities, and other behaviors needed to successfully perform the job. Use the Performance Standards to distinguish a rating for performance on each item. A comment box for manager and associate is provided at the end of the section. Access the Performance Standards link on the Company Info page.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Uses relevant business metrics, analyses, and reports to measure, monitor, and improve performance. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Looks beyond symptoms to determine the root causes of problems, and identify and implement applicable solutions. Integrates knowledge and expertise in making fact-based recommendations and decisions.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations**C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6541)**

Sets clear expectations, performance measures, and goals, and helps others do the same. Plans for and ensures others have the information, resources, implementation time, and talent needed to accomplish business initiatives. Identifies and plans for improvement in performance using key business metrics.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Solid Performer**D. People Leadership: Influence and Communicate: Build and Influence Team (6592)**

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions. Involves others in decisions and plans that affect them, when appropriate. Recognizes and rewards team accomplishments, celebrating team and organizational success. Ensures business priorities, change initiatives, and organizational information are communicated in clear and compelling ways. Promotes the exchange of diverse experiences and ideas within own organization.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Solid Performer**E. Personal Leadership: Adaptability: Adapt and Learn (6579)**

Demonstrates creativity and strength in the face of change, obstacles, or adversity. Adapts to competing demands and shifting priorities. Updates knowledge and skills to handle new complexities, challenges, and responsibilities. Seeks exposure to new ideas and perspectives. Identifies and takes steps to improve adaptability and continuous learning capabilities in own organization.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations**H. Functional: Manages Pharmacy Operations (1426)**

Demonstrates and communicates solid working knowledge of pharmaceutical products, records, procedures, and regulations. Monitors and ensures that Company and regulatory standards are met for the pharmacy products and services offered and provided. Upholds Company and regulatory (for example, HIPAA, SOP, QA) policies, standards, and procedures for prescriptions, insurance verification and claims, Associate training, and Pharmacist licenses, certifications, and registrations. Evaluates and appropriately responds to issues related to Customer safety and satisfaction, merchandise, insurance, licensure, and training needs. Monitors and ensures adherence to proper procedures and guidelines for advising on, verifying, and dispensing pharmaceutical products.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations

H. Functional: Oversees Inventory Flow (1291)

Regularly monitors the inventory flow process to identify merchandise that needs to be ordered. Ensures proper execution of inventory flow processes. Monitors and evaluates the facility to identify and address problems with inventory flow.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:

Managers Comments:

Identifies and applies sound, fact-based criteria in setting priorities and making decisions.

Associates Comments:

Ensures proper execution of inventory flow processes.

Diversity and Inclusion

Our culture values diversity and inclusion and those qualities each associate brings to the organization. Use the Performance Standards to distinguish the rating for this performance year. A comment box for manager and associate is provided at the end of this section. Access the Performance Standards link on the Company Info page.

G. Diversity: Diversity: (6571)

Identifies up and coming and high-performing talent, including diverse talent, provides for accelerated development opportunities, and ensures direct reports do the same. Demonstrates awareness and value of diverse teams by creating and maintaining an environment of objectivity, open communication, and respect. Implements and supports strategies and initiatives that build high-performing, diverse and inclusive teams. Actively supports formal diversity goal requirements.

Rating by JOANN THOMAS:

Rating: Solid Performer

Manager's Comments:

- Joe meets walmart's diversity requirement.

Rating by JOSE FERRAN:

Rating: Solid Performer

Associate's Comments:

Diversity is important to maintaining a well performing staff. It is nice to have people from different backgrounds working together each bringing different talents to the job.

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

Increased script volume and continuing to increase in sales.

Opportunities

Work on improving customer service score.

Strengths and Opportunities (Manager Comments)

Completed by the manager, this section provides specific feedback to the associate on performance results, accomplishments, and observed behavior throughout the year.

Strengths

- Great working knowledge of pharmacy operations.
- Joe is a highly productive and efficient pharmacist whom provides quality patient care.
- Works well with his division one management team.

Opportunities

- Continue to drive SOP to ensure all associates understand the importance of our company policies and comply.
- Develop a plan to bring pharmacy to model pharmacy standards.
- Continue to improve customer service score.

Summary

This section provides a review of the goal and competency ratings which were calculated to establish the associate's overall rating for the current performance cycle. Clicking "Save" or moving the form to the next step will allow the summary page to update and reflect revised ratings.

Overall Performance Rating: Solid Performer

Rating

Weights

Goals Summary	Solid Performer	50.0%
Summary	Solid Performer	
Competencies	Solid Performer	40.0%
B. Thought Leadership: Judgment: Make Informed Judgments (6595)	Solid Performer	
C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)	Solid Performer	
D. People Leadership: Influence and Communicate: Build and Influence Team (6592)	Solid Performer	
E. Personal Leadership: Adaptability: Adapt and Learn (6579)	Solid Performer	
H. Functional: Manages Pharmacy Operations (1426)	Solid Performer	
H. Functional: Oversees Inventory Flow (1291)	Solid Performer	
Diversity and Inclusion	Solid Performer	10.0%
G. Diversity: Diversity: (6571)	Solid Performer	
null		
Overall Performance Objective Rating 3.0 / 5.0		
Adjusted Objective Rating: 3.0 / 5.0		
Overall Competency Rating 3.0 / 5.0		
Adjusted Competency Rating: 3.0 / 5.0		
Signature		
As the associate, the electronic signature confirms you are acknowledging a performance discussion has occurred between you and your manager. Should you have feedback or concerns, please document in the comment box below and/or contact your manager or HR.		
As the manager, the electronic signature confirms you are acknowledging a performance discussion has occurred between you and the associate, final comments made by the associate (if applicable) have been reviewed, and the form has been finalized.		
Associate: <u>JOSE FERRAN</u>	<u>09/08/2012</u>	
	JOSE FERRAN	
Manager: <u>JOANN THOMAS</u>	<u>09/11/2012</u>	
	JOANN THOMAS	
Section Comments:		
Overall Performance Review Comments. Comments by JOSE FERRAN: I plan to focus on driving CE score in the last half of the year.		

FY13 Annual Performance Evaluation (50/40/10) - WM Goal Plan for JOSE FERRAN



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 PM Job Code: 100000421
 Manager: JOANN THOMAS
 PM Facility/Location: 4557

Introduction

Providing associates accurate and timely feedback on performance is a part of our company's Three Basic Beliefs. Both associate and manager have an active role in performance management. Setting clear goals, having regular discussions, and communicating about performance progress throughout the year are key to ensuring achievement of results and performance expectations. The performance evaluation is an opportunity for a formal discussion between associate and manager regarding performance on competencies and goals set at the beginning of the performance cycle. The annual evaluation represents performance over the entire year.

Goals = 50%
 Competencies = 40%
 Diversity = 10%

Goals

Performance goals create alignment to drive business results. Ratings will be determined by established business results. A comment box for manager and associate is provided at the end of the section.

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
SCRIPT COUNT TO GOAL	80364.04	81568	101.49%	0.00%	25.0%

Rating: Exceeds Expectations

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
PROFIT - PHARMACY	\$919,996.64	\$977,950.18	106.30%	0.00%	25.0%

Rating: Solid Performer

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
SALES - PHARMACY	\$5,901,092.72	\$5,752,861.62	97.49%	0.00%	25.0%

Rating: Development Needed

Category: Relative

Performance Goal:	Plan:	Actual:	Index:	Percentile:	Weight:
CUSTOMER EXPERIENCE RX	8.85	8.73	0.00%	0.00%	25.0%

Rating: Solid Performer

Goals Summary

Category: Summary

Performance Goal Summary:	Percentile:
Summary	0.00%

Rating: Solid Performer

Section Comments:**Managers Comments:**

- Great job on sales and profit.
- Promote CE survey to increase score.

Associates Comments:

missed CE metric

Competencies

Competencies are the knowledge, skills, abilities, and other behaviors needed to successfully perform the job. Use the Performance Standards to distinguish a rating for performance on each item. A comment box for manager and associate is provided at the end of the section. Access the Performance Standards link on the Company Info page.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Uses relevant business metrics, analyses, and reports to measure, monitor, and improve performance. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Looks beyond symptoms to determine the root causes of problems, and identify and implement applicable solutions. Integrates knowledge and expertise in making fact-based recommendations and decisions.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer**C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)**

Sets clear expectations, performance measures, and goals, and helps others do the same. Plans for and ensures others have the information, resources, implementation time, and talent needed to accomplish business initiatives. Identifies and plans for improvement in performance using key business metrics.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer**D. People Leadership: Influence and Communicate: Build and Influence Team (6592)**

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions. Involves others in decisions and plans that affect them, when appropriate. Recognizes and rewards team accomplishments, celebrating team and organizational success. Ensures business priorities, change initiatives, and organizational information are communicated in clear and compelling ways. Promotes the exchange of diverse experiences and ideas within own organization.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer**E. Personal Leadership: Adaptability: Adapt and Learn (6579)**

Demonstrates creativity and strength in the face of change, obstacles, or adversity. Adapts to competing demands and shifting priorities. Updates knowledge and skills to handle new complexities, challenges, and responsibilities. Seeks exposure to new ideas and perspectives. Identifies and takes steps to improve adaptability and continuous learning capabilities in own organization.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Solid Performer**H. Functional: Manages Pharmacy Operations (1426)**

Demonstrates and communicates solid working knowledge of pharmaceutical products, records, procedures, and regulations. Monitors and ensures that Company and regulatory standards are met for the pharmacy products and services offered and provided. Upholds Company and regulatory (for example, HIPAA, SOP, QA) policies, standards, and procedures for prescriptions, insurance verification and claims, Associate training, and Pharmacist licenses, certifications, and registrations. Evaluates and appropriately responds to issues related to Customer safety and satisfaction, merchandise, insurance, licensure, and training needs. Monitors and ensures adherence to proper procedures and guidelines for advising on, verifying, and dispensing pharmaceutical products.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

H. Functional: Oversees Inventory Flow (1291)

Regularly monitors the inventory flow process to identify merchandise that needs to be ordered. Ensures proper execution of inventory flow processes. Monitors and evaluates the facility to identify and address problems with inventory flow.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:

Managers Comments:

Demonstrates creativity and strength in the face of change, obstacles, or adversity.

Associates Comments:

Identifies and plans for improvement in performance using key business metrics.

Diversity and Inclusion

Our culture values diversity and inclusion and those qualities each associate brings to the organization. Use the Performance Standards to distinguish the rating for this performance year. A comment box for manager and associate is provided at the end of this section. Access the Performance Standards link on the Company Info page.

G. Diversity: Diversity: (6571)

Identifies up and coming and high-performing talent, including diverse talent, provides for accelerated development opportunities, and ensures direct reports do the same. Demonstrates awareness and value of diverse teams by creating and maintaining an environment of objectivity, open communication, and respect. Implements and supports strategies and initiatives that build high-performing, diverse and inclusive teams. Actively supports formal diversity goal requirements.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:

Managers Comments:

- Jose has met Walmart's minimum diversity requirement.

Associates Comments:

Actively supports formal diversity goal requirements.

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

1. increasing rx count
2. performed well profit wise

Opportunities

1. increase CE score

Strengths and Opportunities (Manager Comments)

Completed by the manager, this section provides specific feedback to the associate on performance results, accomplishments, and observed behavior throughout the year. Manager comments in the Strengths and Opportunities section are required and will appear on an associate's record in other HR systems.

Strengths

- Great job on sales and profit.
- Great relationships with Division 1 team.
- Helps the team out in southern Nevada helping all markets to cover shifts.

Opportunities

- Develop a plan to increase participation in customer experience surveys
- Execute plans to convert the non pharmacy customer to a Walmart Pharmacy Customer-to ensure growth continues.
- Maintain model pharmacy.

Summary

This section provides a review of the goal and competency ratings which were calculated to establish the associate's overall rating for the current performance cycle. Clicking "Save" or moving the form to the next step will allow the summary page to update and reflect revised ratings.

Overall Performance Rating: Solid Performer

	Rating	Weights
<u>Goals Summary</u>	Solid Performer	50.0%
<u>Summary</u>	Solid Performer	
<u>Competencies</u>	Solid Performer	40.0%
<u>B. Thought Leadership: Judgment: Make Informed Judgments (6595)</u>	Solid Performer	
<u>C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)</u>	Solid Performer	
<u>D. People Leadership: Influence and Communicate: Build and Influence Team (6592)</u>	Solid Performer	
<u>E. Personal Leadership: Adaptability: Adapt and Learn (6579)</u>	Exceeds Expectations	
<u>H. Functional: Manages Pharmacy Operations (1426)</u>	Solid Performer	
<u>H. Functional: Oversees Inventory Flow (1291)</u>	Solid Performer	
<u>Diversity and Inclusion</u>	Solid Performer	10.0%
<u>G. Diversity: Diversity: (6571)</u>	Solid Performer	
null		
Overall Performance Objective Rating	3.0 / 5.0	
Adjusted Objective Rating:	3.0 / 5.0	
Overall Competency Rating	3.14 / 5.0	
Adjusted Competency Rating:	3.0 / 5.0	
<u>Signature</u>		
<p>As the associate, the electronic signature confirms you are acknowledging a performance discussion has occurred between you and your manager. Should you have feedback or concerns, please document in the comment box below and/or contact your manager or HR.</p> <p>As the manager, the electronic signature confirms you are acknowledging a performance discussion has occurred between you and the associate, final comments made by the associate (if applicable) have been reviewed, and the form has been finalized.</p>		
Associate:	<u>JOSE FERRAN</u>	<u>04/08/2013</u>
	JOSE FERRAN	
Manager:	<u>JOANN THOMAS</u>	<u>04/16/2013</u>
	JOANN THOMAS	

FY12 Mid Year Performance Evaluation (50/40/10) for JOSE FERRAN



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 Job Code: 100000421
 Manager: JOANN THOMAS
 Facility/Department: 4557

Introduction

Providing associates accurate and timely feedback on performance is a part of our company's Three Basic Beliefs. Both associate and manager have an active role in performance management. Setting clear expectations, having regular discussions, and communicating about performance progress throughout the year are key to ensuring achievement of results and performance expectations. The performance evaluation is an opportunity for a formal discussion between associate and manager regarding performance on competencies and objectives set at the beginning of the performance cycle.

Objectives

Performance objectives create alignment to drive business results. Ratings will be determined by established business results. A comment box for manager and associate is provided at the end of the section.

Status button definitions:

Not Started - The objective has not been started.

On Target - Objective is progressing within defined expectations.

Target at Risk - Objective is not progressing as planned and has potential for not meeting defined expectations.

Off Target - Objective will not be met within the defined expectations.

No Longer Applicable

1.1

Category: Performance Metrics

Goal Name:	Description:	Weight:
Total Profit \$ Index to Plan	Meet 95% of Profit Plan	30.0%
Status:	Start Date:	End Date:
<input type="text" value="On Target"/>	02/01/2011	01/31/2012

Tasks/Milestones

Rating by JOANN THOMAS:

Rating by JOSE FERRAN:

Rating: Solid Performer

Rating: unrated

1.2

Category: Performance Metrics

Goal Name:	Description:	Weight:
CE Score to 9.0 Goal	Meet 95% of Goal	30.0%
Status:	Start Date:	End Date:
<input type="text" value="On Target"/>	02/01/2011	01/31/2012

Tasks/Milestones

Rating by JOANN THOMAS:

Rating by JOSE FERRAN:

Rating: Solid Performer

Rating: unrated

-4.1

Category: Financials

Goal Name:	Description:	Weight:
Sale \$ Index to Plan	Meet 95% of Sales Plan	40.0%
Status:	Start Date:	End Date:
<input type="text" value="On Target"/>	02/01/2011	01/31/2012

Tasks/Milestones

Rating by JOANN THOMAS:

Rating by JOSE FERRAN:

Rating: Solid Performer

Rating: unrated

Section Comments:**Managers Comments:**

- Sales Plan \$2,157,829.22 Actual \$2,103,109.71
- Profit Plan \$337,898.24 Actual \$354,950.22
- Script Count Plan 28,726 Actual 29,077

Associates Comments:*No comments***Competencies**

Competencies are the knowledge, skills, abilities, and other behaviors needed to successfully perform the job. Use the Performance Standards to distinguish a rating for performance on each item. A comment box for manager and associate is provided at the end of the section. Access the Performance Standards link on the Company info page.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Uses relevant business metrics, analyses, and reports to measure, monitor, and improve performance. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Looks beyond symptoms to determine the root causes of problems, and identify and implement applicable solutions. Integrates knowledge and expertise in making fact-based recommendations and decisions.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations**C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)**

Analyzes data and information, and develops plans to exceed customer/member expectations. Sponsors initiatives and practices that provide customers/members with desired products, services, and experiences and that grow the business. Ensures customers/members receive the level of service that builds their trust and confidence. Removes barriers to delivering customer/member value, service, and support.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations**C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)**

Sets clear expectations, performance measures, and goals, and helps others do the same. Plans for and ensures others have the information, resources, implementation time, and talent needed to accomplish business initiatives. Identifies and plans for improvement in performance using key business metrics.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer**D. People Leadership: Influence and Communicate: Build and Influence Team (6592)**

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions. Involves others in decisions and plans that affect them, when appropriate. Recognizes and rewards team accomplishments, celebrating team and organizational success. Ensures business priorities, change initiatives, and organizational information are communicated in clear and compelling ways. Promotes the exchange of diverse experiences and ideas within own organization.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer**E. Personal Leadership: Adaptability: Adapt and Learn (6579)**

Demonstrates creativity and strength in the face of change, obstacles, or adversity. Adapts to competing demands and shifting priorities. Updates knowledge and skills to handle new complexities, challenges, and responsibilities. Seeks exposure to new ideas and perspectives. Identifies and takes steps to improve adaptability and continuous learning capabilities in own organization.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

H. Functional: Oversees Inventory Flow (1291)

Regularly monitors the inventory flow process to identify merchandise that needs to be ordered. Ensures proper execution of inventory flow processes. Monitors and evaluates the facility to identify and address problems with inventory flow.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

Section Comments:

Managers Comments:

Integrates knowledge and expertise in making fact-based recommendations and decisions.

Associates Comments:

No comments

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions.

Adapts to competing demands and shifting priorities.

Diversity and Inclusion

Our culture values diversity and inclusion and those qualities each associate brings to the organization. Use the Performance Standards to distinguish the rating for this performance year. A comment box for manager and associate is provided at the end of this section. Access the Performance Standards link on the Company Info page.

G. Diversity: Diversity: (6571)

Identifies up and coming and high-performing talent, including diverse talent, provides for accelerated development opportunities, and ensures direct reports do the same. Demonstrates awareness and value of diverse teams by creating and maintaining an environment of objectivity, open communication, and respect. Implements and supports strategies and initiatives that build high-performing, diverse and inclusive teams. Actively supports formal diversity goal requirements.

Rating by JOANN THOMAS:

Rating: Solid Performer

Manager's Comments:

Jose drives diversity and meets Walmart's formal diversity requirement.

Rating by JOSE FERRAN:

Rating: Role Model

Associate's Comments:

I believe diversity is key in building an integrated and efficient team. I constantly strive to maintain a diverse team.

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

Opportunities

Strengths and Opportunities (Manager Comments)

Completed by the manager, this section provides specific feedback to the associate on performance results, accomplishments, and observed behavior throughout the year.

Strengths

- Creates an atmosphere of "community" with pharmacy patients and associates.
- Leads by example, setting the bar, regarding customer service.
- Great control of inventory and partial fill % 0.76%

Opportunities

- Continue to build relationships with Division 1 counter parts.
- Continue to develop hourly associates to bring them to the next level.
- Promote easy pay sign up and Customer Experience surveys with staff to increase sample size.

Summary

This section provides a review of the objective and competency ratings which were calculated to establish the associate's overall rating for the current performance cycle. Clicking "Save" or moving the form to the next step will allow the summary page to

update and reflect revised ratings.

Overall Performance Rating: **Solid Performer**

<u>Objectives</u>	Rating	Weights
<u>Total Profit \$ Index to Plan</u>	Solid Performer	50.0%
<u>CE Score to 9.0 Goal</u>	Solid Performer	30.0%
<u>Sale \$ Index to Plan</u>	Solid Performer	40.0%
<u>Competencies</u>	Solid Performer	40.0%
<u>B. Thought Leadership: Judgment: Make Informed Judgements (6595)</u>	Exceeds Expectations	
<u>C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)</u>	Exceeds Expectations	
<u>C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)</u>	Solid Performer	
<u>D. People Leadership: Influence and Communicate: Build and Influence Team (6592)</u>	Solid Performer	
<u>E. Personal Leadership: Adaptability: Adapt and Learn (6579)</u>	Solid Performer	
<u>H. Functional: Oversees Inventory Flow (1291)</u>	Exceeds Expectations	
<u>Diversity and Inclusion</u>	Solid Performer	10.0%
<u>G. Diversity: Diversity: (6571)</u>	Solid Performer	

null

Overall Performance Objective Rating 3.0 / 5.0

Adjusted Objective Rating: 3.0 / 5.0

Overall Competency Rating 3.4 / 5.0

Adjusted Competency Rating: 3.0 / 5.0

Signature

Associate and manager electronically sign the evaluation to complete the evaluation process.

Associate: JOSE FERRAN 09/29/2011

JOSE FERRAN

Manager: JOANN THOMAS 09/30/2011

JOANN THOMAS

FY12 Annual Performance Evaluation (50/40/10)-WM Goal Plan for JOSE FERRAN



Associate Information

Last Name: FERRAN
 First Name: JOSE
 Job Title: Pharmacy Manager
 PM Job Code: 10000421
 Manager: JOANN THOMAS
 PM Facility/Location: 4557

Introduction

Providing associates accurate and timely feedback on performance is a part of our company's Three Basic Beliefs. Both associate and manager have an active role in performance management. Setting clear goals, having regular discussions, and communicating about performance progress throughout the year are key to ensuring achievement of results and performance expectations. The performance evaluation is an opportunity for a formal discussion between associate and manager regarding performance on competencies and goals set at the beginning of the performance cycle. The annual evaluation represents performance over the entire year.

Goals = 50%
 Competencies = 40%
 Diversity = 10%

Goals

Performance goals create alignment to drive business results. Ratings will be determined by established business results. A comment box for manager and associate is provided at the end of the section.

Category: Relative
Performance Goal: CUSTOMER EXPERIENCE RX

Plan:	Actual:	Index:	Percentile:	Weight:
8.7	8.67	0.00%	0.00%	25.0%

Rating: Solid Performer

Category: Relative
Performance Goal: SALES - PHARMACY

Plan:	Actual:	Index:	Percentile:	Weight:
\$5,326,793.02	\$5,155,491.54	96.78%	20.80%	25.0%

Rating: Development Needed

Category: Relative
Performance Goal: PROFIT - PHARMACY

Plan:	Actual:	Index:	Percentile:	Weight:
\$838,152.40	\$895,738.44	106.87%	76.90%	25.0%

Rating: Solid Performer

Category: Relative
Performance Goal: SCRIPT COUNT TO GOAL

Plan:	Actual:	Index:	Percentile:	Weight:
69350	70794	102.08%	80.20%	25.0%

Rating: Exceeds Expectations

Goals Summary

Category: Summary
Performance Goal Summary: Summary

Percentile:
0.00%

Rating: Solid Performer

Section Comments:**Managers Comments:**

- CE Score 8.67
- Sales \$ 5,155,491.54 96.78% to plan
- Profit \$895,738.44 102.08% to plan
- Script Count 70794 102.08% to plan

Associates Comments:*No comments***Competencies**

Competencies are the knowledge, skills, abilities, and other behaviors needed to successfully perform the job. Use the Performance Standards to distinguish a rating for performance on each item. A comment box for manager and associate is provided at the end of the section. Access the Performance Standards link on the Company Info page.

B. Thought Leadership: Judgment: Make Informed Judgments (6595)

Uses relevant business metrics, analyses, and reports to measure, monitor, and improve performance. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Looks beyond symptoms to determine the root causes of problems, and identify and implement applicable solutions. Integrates knowledge and expertise in making fact-based recommendations and decisions.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations**C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)**

Analyzes data and information, and develops plans to exceed customer/member expectations. Sponsors initiatives and practices that provide customers/members with desired products, services, and experiences and that grow the business. Ensures customers/members receive the level of service that builds their trust and confidence. Removes barriers to delivering customer/member value, service, and support.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations**C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)**

Sets clear expectations, performance measures, and goals, and helps others do the same. Plans for and ensures others have the information, resources, implementation time, and talent needed to accomplish business initiatives. Identifies and plans for improvement in performance using key business metrics.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Solid Performer**D. People Leadership: Influence and Communicate: Build and Influence Team (6592)**

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions. Involves others in decisions and plans that affect them, when appropriate. Recognizes and rewards team accomplishments, celebrating team and organizational success. Ensures business priorities, change initiatives, and organizational information are communicated in clear and compelling ways. Promotes the exchange of diverse experiences and ideas within own organization.

Rating by JOANN THOMAS:**Rating:** Solid Performer**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations**E. Personal Leadership: Adaptability: Adapt and Learn (6579)**

Demonstrates creativity and strength in the face of change, obstacles, or adversity. Adapts to competing demands and shifting priorities. Updates knowledge and skills to handle new complexities, challenges, and responsibilities. Seeks exposure to new ideas and perspectives. Identifies and takes steps to improve adaptability and continuous learning capabilities in own organization.

Rating by JOANN THOMAS:**Rating:** Exceeds Expectations**Rating by JOSE FERRAN:****Rating:** Exceeds Expectations

H. Functional: Manages Finances (5925)

Demonstrates sound financial management skills, including interpreting, analyzing, and explaining financial data and information. Manages budgets and ensures budgets and financial performance are aligned with business strategic requirements. Ensures assets, liabilities, revenues, and operating expenses are accounted for and reported. Complies with Company financial policies and procedures. Compiles and evaluates financial data to ensure operating procedures meet business needs. Monitors financial data and trends to identify and respond to market changes and other areas of opportunity.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

H. Functional: Manages Pharmacy Operations (1426)

Demonstrates and communicates solid working knowledge of pharmaceutical products, records, procedures, and regulations. Monitors and ensures that Company and regulatory standards are met for the pharmacy products and services offered and provided. Upholds Company and regulatory (for example, HIPAA, SOP, QA) policies, standards, and procedures for prescriptions, insurance verification and claims, Associate training, and Pharmacist licenses, certifications, and registrations. Evaluates and appropriately responds to issues related to Customer safety and satisfaction, merchandise, insurance, licensure, and training needs. Monitors and ensures adherence to proper procedures and guidelines for advising on, verifying, and dispensing pharmaceutical products.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

H. Functional: Oversees Inventory Flow (1291)

Regularly monitors the inventory flow process to identify merchandise that needs to be ordered. Ensures proper execution of inventory flow processes. Monitors and evaluates the facility to identify and address problems with inventory flow.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

Section Comments:

Managers Comments:

Compiles and evaluates financial data to ensure operating procedures meet business needs.

Associates Comments:

No comments

Demonstrates and communicates solid working knowledge of pharmaceutical products, records, procedures, and regulations.

Diversity and Inclusion

Our culture values diversity and inclusion and those qualities each associate brings to the organization. Use the Performance Standards to distinguish the rating for this performance year. A comment box for manager and associate is provided at the end of this section. Access the Performance Standards link on the Company Info page.

G. Diversity: Diversity (6571)

Identifies up and coming and high-performing talent, including diverse talent, provides for accelerated development opportunities, and ensures direct reports do the same. Demonstrates awareness and value of diverse teams by creating and maintaining an environment of objectivity, open communication, and respect. Implements and supports strategies and initiatives that build high-performing, diverse and inclusive teams. Actively supports formal diversity goal requirements.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

Manager's Comments:

Jose meets Walmart's diversity requirements.

Associate's Comments:

No comments

Strengths and Opportunities (Associate Comments)

This section provides a perspective on performance results and accomplishments throughout the year.

Strengths

Opportunities

Strengths and Opportunities (Manager Comments)

Completed by the manager, this section provides specific feedback to the associate on performance results, accomplishments,

and observed behavior throughout the year. Manager comments in the Strengths and Opportunities section are required and will appear on an associate's record in other HR systems.

Strengths

- Joe and his team have done a great job in growing sales and rx volume.
- Joe has a great working relationship with his division one management team.
- Joe helps out through out southern Nevada and is respected by his peers.

Opportunities

- Develop a plan to raise the CE Score to a 9 or better-I know this is achievable for your high performing team.
- Ensure all associates are following SOP regarding personal belongings inside of the pharmacy.
- Develop a plan to up skill pharmacy technicians who are not meeting your expectations.

Summary

This section provides a review of the goal and competency ratings which were calculated to establish the associate's overall rating for the current performance cycle. Clicking "Save" or moving the form to the next step will allow the summary page to update and reflect revised ratings.

Overall Performance Rating: Solid Performer

<u>Goals Summary</u>	Rating	Weights
<u>Summary</u>	Solid Performer	50.0%
<u>Competencies</u>		
<u>B. Thought Leadership: Judgment: Make Informed Judgments (6595)</u>	Solid Performer	40.0%
<u>C. Results Leadership: Customer/Member Centered: Ensure Customer/Member Centered Performance (6589)</u>	Solid Performer	
<u>C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement (6591)</u>	Solid Performer	
<u>D. People Leadership: Influence and Communicate: Build and Influence Team (6592)</u>	Solid Performer	
<u>E. Personal Leadership: Adaptability: Adapt and Learn (6579)</u>	Exceeds Expectations	
<u>H. Functional: Manages Finances (5925)</u>	Exceeds Expectations	
<u>H. Functional: Manages Pharmacy Operations (1426)</u>	Solid Performer	
<u>H. Functional: Oversees Inventory Flow (1291)</u>	Solid Performer	
<u>Diversity and Inclusion</u>		
<u>G. Diversity: Diversity: (6571)</u>	Solid Performer	10.0%
	Solid Performer	

null

Overall Performance Objective Rating 3.0 / 5.0
 Adjusted Objective Rating: 3.0 / 5.0
 Overall Competency Rating 3.2 / 5.0
 Adjusted Competency Rating: 3.0 / 5.0

Signature

As the associate, the electronic signature confirms you are acknowledging a performance discussion has occurred between you and your manager. Should you have feedback, please document in the comment box below and/or contact your manager or HR representative.

As the manager, the electronic signature confirms you are acknowledging a performance discussion has occurred between you and the associate, final comments made by the associate (if applicable) have been reviewed, and the form has been finalized.

Associate: JOSE FERRAN 04/04/2012
 JOSE FERRAN
 Manager: JOANN THOMAS 04/05/2012
 JOANN THOMAS

FY11 Annual Sr Manager Perf Eval (50/40/10) RX for JOSE FERRAN



<p>Associate Information</p> <p>Last Name: FERRAN First Name: JOSE WIN#: JAFERRA PM Job Code: 100000421 Manager: JOANN THOMAS PM Facility/Location: 4557</p>																									
<p>Facilitator Information</p> <p>Created By: PTA Admin3 Review Period: 02/01/2010 - 01/31/2011 Due Date: 04/22/2011</p>																									
<p>Introduction</p> <p>This evaluation form reflects the following Section Weightings: Performance Objectives - 50% Competencies - 40% Diversity - 10%</p>																									
<p>Performance Objectives - Imported</p> <p>These objectives are automatically loaded on the form from the Performance Tracker. At the end of the performance year, final ratings are also automatically loaded based on the final business results. A comment box for both the manager and associate is provided.</p> <table border="1"> <thead> <tr> <th>Category: Relative Performance Objective:</th> <th>Plan:</th> <th>Actual:</th> <th>Index:</th> <th>Percentile:</th> <th>Weight:</th> </tr> </thead> <tbody> <tr> <td>CUSTOMER EXPERIENCE RX Description: <u>Rating:</u> Solid Performer</td> <td>8.65</td> <td>8.91</td> <td>0.26%</td> <td>0.00%</td> <td>40.0%</td> </tr> <tr> <td>SALES - PHARMACY Description: <u>Rating:</u> Exceeds Expectations</td> <td>\$4,316,650.59</td> <td>\$4,431,960.99</td> <td>1.03%</td> <td>85.20%</td> <td>30.0%</td> </tr> <tr> <td>PROFIT - PHARMACY Description: <u>Rating:</u> Development Needed</td> <td>\$860,496.53</td> <td>\$700,604.92</td> <td>0.81%</td> <td>9.40%</td> <td>30.0%</td> </tr> </tbody> </table>		Category: Relative Performance Objective:	Plan:	Actual:	Index:	Percentile:	Weight:	CUSTOMER EXPERIENCE RX Description: <u>Rating:</u> Solid Performer	8.65	8.91	0.26%	0.00%	40.0%	SALES - PHARMACY Description: <u>Rating:</u> Exceeds Expectations	\$4,316,650.59	\$4,431,960.99	1.03%	85.20%	30.0%	PROFIT - PHARMACY Description: <u>Rating:</u> Development Needed	\$860,496.53	\$700,604.92	0.81%	9.40%	30.0%
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<p>Overall Rating for Performance Objectives - Imported</p> <p>The overall objective rating is auto-populated on the form. The overall rating is based on the following Rating Scale: Role Model (92.50% - 100.00%) Exceeds Expectations (77.50% - 92.49%) Solid Performer (22.50% - 77.49%) Development Needed (7.50% - 22.49%) Below Expectations (0.00% - 7.49%)</p> <table border="1"> <thead> <tr> <th>Category: Relative Summary Performance Objective - Relative Ranked Summary:</th> <th>Percentile:</th> </tr> </thead> <tbody> <tr> <td>Summary Performance Standards: <u>Rating:</u> Solid Performer</td> <td></td> </tr> </tbody> </table> <p>Section Comments: Managers Comments: Great job meeting sales plan. Continue to exceed customer expectations on customer experience. Associates Comments: No comments</p>		Category: Relative Summary Performance Objective - Relative Ranked Summary:	Percentile:	Summary Performance Standards: <u>Rating:</u> Solid Performer																					
Category: Relative Summary Performance Objective - Relative Ranked Summary:	Percentile:																								
Summary Performance Standards: <u>Rating:</u> Solid Performer																									
<p>Competencies</p> <p>Competencies are the knowledge, skills and abilities needed for the associate to successfully perform the job. Use the Performance Standard link to help distinguish a rating for your performance on each competency. A comment box for both the manager and associate is provided at the end of this section.</p> <p>Click here to access the Performance Standards: Walmart Stores Performance Standards</p> <p>A - Job Specific: Manager, Finance Demonstrates sound financial management skills, including interpreting, analyzing, and explaining financial data and information. Manages budgets and ensures budgets and financial performance are aligned with business strategic requirements. Ensures assets, liabilities, revenues, and operating expenses are accounted for and reported. Complies with Company financial policies and procedures. Compiles and evaluates financial data to ensure operating procedures meet business needs. Monitors financial data and trends to identify and respond to market changes and other areas of opportunity.</p> <table border="1"> <tr> <td><u>Rating by JOANN THOMAS:</u> <u>Rating:</u> Exceeds Expectations</td> <td><u>Rating by JOSE FERRAN:</u> <u>Rating:</u> Exceeds Expectations</td> </tr> </table>		<u>Rating by JOANN THOMAS:</u> <u>Rating:</u> Exceeds Expectations	<u>Rating by JOSE FERRAN:</u> <u>Rating:</u> Exceeds Expectations																						
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A. Job Specific: Manager Pharmacy Operations (SM)

Conducts Associate meetings to identify and respond to their needs, concerns, and issues related to pharmacy products or services and to share information related to new initiatives. Ensures pharmacy operations are aligned with Company and regulatory (for example, HIPAA, SOP, QA) policies, standards, and procedures. Ensures adherence to proper policies and procedures for advising on, verifying, and dispensing products and Customer, insurance, and licensure issues. Documents information on changes in pharmaceutical products and procedures, and new ideas, approaches, and processes and shares the information with Associates and Managers.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

A. Job Specific: Oversees Inventory Flow

Regularly monitors the inventory flow process to identify merchandise that needs to be ordered. Ensures proper execution of inventory flow processes. Monitors and evaluates the Facility to identify and address problems with inventory flow.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

B. Thought Leadership: Analyzes Performance Issues

Uses relevant business metrics, analyses, and reports to measure, monitor, and improve performance. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Looks beyond symptoms to determine the root causes of problems, and identify and implement applicable solutions. Integrates knowledge and expertise in making fact-based recommendations and decisions.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

C. Results Leadership: Initiates, Executes, and Evaluates Customer Programs

Analyzes data and information, and develops plans to exceed Customer expectations. Sponsors initiatives and practices that provide Customers with desired products, services, and experiences and that grow the business. Ensures Customers receive the level of service that builds their trust and confidence. Removes barriers to delivering Customer value, service, and support.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Role Model

D. Results Leadership: Executes and Evaluates Business Initiatives

Conveys a sense of urgency in ways that motivate others to complete responsibilities and achieve goals. Pursues the achievement and alignment of measurable and meaningful goals. Leverages resources and talent to achieve business goals. Ensures others are held accountable for achieving expected results. Prioritizes and balances time, actions, and projects to ensure accomplishment of results. Monitors progress of others and redirects efforts when goals change or results are not met.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

E. Results Leadership: Plans and Executes Business Initiatives

Sets clear expectations, performance measures, and goals, and helps others do the same. Plans for and ensures others have the information, resources, implementation time, and talent needed to accomplish business initiatives. Identifies and plans for improvement in performance using key business metrics.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

F. Results Leadership: Builds Relationships and Alliances

Builds trusting, collaborative relationships and alliances with others, inside and outside of the organization. Relates to others in an accepting and respectful manner, regardless of their organizational level, personality, or background. Promotes a team-based work environment that respects, embraces, and values diversity in others.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Solid Performer

G. Results Leadership: Influences and Inspires Others

Develops and communicates logical, convincing reasons, including lessons learned, to build support for one's viewpoints and actions. Involves others in decisions and plans that affect them, when appropriate. Recognizes and rewards team accomplishments, celebrating team and organizational success. Ensures business priorities, change initiatives, and organizational information are communicated in clear and compelling ways. Promotes the exchange of diverse experiences and ideas within own organization.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

H. People Leadership: Talent Management and Development

Develops talent plans for own organization targeted at increasing effectiveness, building diversity, and enhancing bench strength. Manages roles, assignments, and developmental opportunities to maximize organizational performance. Ensures people processes (for example, selection, development, performance evaluation) lead to effective Associate performance and desired results throughout own organization. Monitors Associate performance and provides constructive feedback that is specific, honest, accurate, and timely. Provides learning opportunities, guidance, and support in the development of Associates.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

I. Results Leadership: Ethics and Compliance

Actively communicates, trains, and guides Associates on compliance with policies and procedures. Maintains an environment that promotes and reinforces the highest standards of integrity and ethics. Anticipates potential issues and takes action to enhance compliance.

Rating by JOANN THOMAS:

Rating: Exceeds Expectations

Rating by JOSE FERRAN:

Rating: Exceeds Expectations

F. Company Initiatives: Associate Engagement

Generates Associate commitment to and buy-in for the grass roots process, and encourages Associates to share ideas and feedback throughout the year. Translates Associate Opinion Survey results into action plans, and gains Manager and Associate commitment and buy-in to implement them. Provides input into the analysis of business issues negatively affecting Associate health and well-being, and contributes to the development of programs to eliminate or minimize their impact. Communicates the importance and value of Associate engagement through personal example, clear direction, and appropriate reinforcement. Places a high priority on promoting Associate engagement by seeking and listening to Associate concerns and recommendations, identifying and communicating opportunities for improvement, and creating buy-in for processes designed to improve engagement.

Rating by JOANN THOMAS:

Rating: Solid Performer

Rating by JOSE FERRAN:

Rating: Solid Performer

Section Comments:
Managers Comments:
 Creates an environment that challenges others to continually seek out and implement ways to increase levels of Customer service, build trust, and strengthen relationships.
 Looks beyond symptoms to determine the root causes of problems, and identify and implement applicable solutions.
 Conveys a sense of urgency in ways that motivate others to complete responsibilities and achieve goals.

Associates Comments:
 No comments

Diversity

Our culture values diversity and those qualities each associate brings to the organization. Use the Performance Standard link to help distinguish the diversity rating for this performance year. A comment box for both the manager and associate is provided at the end of this section.

Click here to access the Performance Standards: [Walmart Stores Performance Standards](#)

Diversity (D)
 Drives Strategy for a Diverse and Inclusive Workforce and Workplace: Identifies up and coming and high-performing talent, including diverse talent, provides for accelerated development opportunities, and ensures direct reports do the same. Demonstrates awareness and value of diverse teams by creating and maintaining an environment of objectivity, open communication, and respect. Implements and supports strategies and initiatives that build high-performing, diverse and inclusive teams. Actively supports formal diversity goal requirements.

Rating by JOANN THOMAS:
Rating: Solid Performer
Manager's Comments:
 Actively supports formal diversity goal requirements.(SP)

Rating by JOSE FERRAN:
Rating: Exceeds Expectations
Associate's Comments:
 No comments

Demonstrates awareness and value of diverse teams by creating and maintaining an environment of objectivity, open communication, and respect.

Strengths and Opportunities (Associate Comments)

Completed by the associate during their self evaluation, this section provides a personal perspective on their performance results and accomplishments throughout the year.

Strengths
 Continuing to cater to and maintain diverse customer base in order to keep business growing

Opportunities
 Focus on controlling payroll and inventory in order to increase profit margins while maintaining excellent level of customer service.

Strengths and Opportunities (Manager Comments)

Completed by the manager, this section provides specific feedback to the associate on their performance results, accomplishments and observed behavior throughout the year.

Strengths

- Servant Leader-leads by example by providing excellent customer service.
- Increased rx count by 26.9%
- Increased otc counts by 6.9%
- Good working relationship with store management.

Opportunities

- Become Model Pharmacy in FY2012
- Continue to improve instock in otc.

Summary

This section provides a review of the objective and competency ratings which were calculated to establish the associate's overall rating for the current performance cycle. Clicking Save or moving the form to the next step will allow the summary page to update and reflect revised ratings.

Overall Performance Rating: Solid Performer

<u>Final Performance Rating</u>	Solid Performer
Section Rating for Performance Objectives - Imported Summary	Rating
Competencies	Solid Performer
A. Job Specific: Manages Finances	Solid Performer
A. Job Specific: Manages Pharmacy Operations (SM)	Exceeds Expectations
A. Job Specific: Oversees Inventory Flow	Exceeds Expectations
B. Thought Leadership: Judgment: Make Informed Judgments	Exceeds Expectations
C. Results Leadership: Customer Centered: Ensure Customer Centered Performance	Exceeds Expectations
C. Results Leadership: Execution and Results: Ensure Execution and Achieve Results	Exceeds Expectations
C. Results Leadership: Planning and Improvement: Ensure Planning and Improvement	Solid Performer
D. People Leadership: Build Relationships: Network Internally and Externally	Exceeds Expectations
D. People Leadership: Influence and Communicate: Build and Influence Team	Exceeds Expectations
D. People Leadership: Talent: Manage and Leverage Talent	Exceeds Expectations
E. Personal Leadership: Ethics and Compliance: Ensure Ethics and Compliance	Exceeds Expectations
F. Company Initiative: Associate Engagement (D)	Solid Performer
Diversity	Solid Performer
Diversity (D)	Solid Performer

null

Overall Performance Objective Rating 3.0 / 5.0
 Adjusted Objective Rating: 3.0 / 5.0
 Overall Competency Rating 3.66 / 5.0

Adjusted Competency Rating: 4.0 / 5.0

Annual Associate Discussion Acknowledgment

By completing this section the associate acknowledges they have had an annual performance discussion with their manager.

Yes, I have reviewed and discussed my performance evaluation with my manager.

Overall Comments

Comments by JOSE FERRAN:

I will strive this year to continue creating a model pharmacy, increase script volume and sales, and improve my relationship with my customers. I am pleased with the progress the pharmacy has accomplished this past year and look forward to continuing the momentum.

Manager Signature

The signature of the manager is required and acknowledges the performance evaluation process is complete.

Manager: JOANN THOMAS

04/20/2011

JOANN THOMAS

Exhibit G.
“Character Reference.”
2.15.18 Lanette Escovedo

2-15-2018

To whom it may concern,

This letter is in behalf of Mr. Joe Ferran. When you feel someone has done so much for you and others its only right to be there for them. Thank You Joe for all you have done for us all

MEDICAL IS NOW HARDER

New rules and changes.

Not that long ago private health insurance policy existed which is unheard of today. Everything was a yes, no approvals were needed and all doors were open. But now like so many others our personal insurance has vanished and we're left with a band-aid with no adhesive called insurance.

It gets worse. Great doctors have quit their practice and medicine is being taken away from people who actually care about their health. Real patients feel like they are meant to die, so self-centered street drug addicts can be saved. There's no stopping them. Many are thieves and will do whatever for that next high including soap and glue. On taxpayers' dime, they are in and out of drug rehab multiple times just to fall short once again. Meanwhile everything is being taken away from true patients. It can be very depressing for many ill people and their loved ones, as they see they have been robbed of health and joy. Some poor souls have already taken their life because they just couldn't handle anymore beaten down hard struggles.

HORRIBLE SERVICE AND MANAGERS

Just because someone is next in line for manager position does not mean they are meant for the job.

Bad management will destroy employees' morale.

This is not the place for customers to feel short changed.

The medical world has become very hard on patients and it's getting worse. Most of the time it's cold, hard, stagnant, straight-faced, and numb to patient's needs. The list goes on with incompetent employees just putting time in for the paycheck. Many employees do not acknowledge the customer at the register because they are too busy multitasking, talking or complaining to fellow employees. Mistakes are made not only with cash but twice, Kmart pharmacy actually handed me another customers meds. Being a caregiver for a loved one, or ill yourself is hard enough than having to return because of some incompetent employee. Some pharmacies are so unorganized you have to come back the next day to pick up your prescription because they can't keep up, and many times the phone goes unanswered because they turned it off. If this is not enough. Some pharmacies are using intimidating tactics on clients. Making them feel like they do not want your business as if you were a criminal. It's harsh cold and unprofessional for employees to do this to clients. Life is hard enough for these customers with medical in their life.

MEDICAL FACULTIES

Many people working in the medical field are burnt out and numb

Many medical faculties are silent and clients are seen as nothing more than cattle with not even a smile from anyone. These same ill people have been hit hard, with every part of their medical. They now go home to a silent world. Feeling depressed like they are meant to die.

Because everything involving medical is now harder for patients than it should be.
I think you can see why it take a special kind of person to work around people with medical
Mr. Joe Ferran nailed it!

Us

I have been going to pharmacies monthly for over 20 years straight. Only because I helped 2 relatives and a friend when they were stricken with cancer. Then my husband had full body lupus for many years and was hit again with cancer. We were able to beat those beasts, and now we're dealing with a much more sinister one which still has me going to the pharmacy monthly. But because I have seen so much I can honestly say, "The way Joe Ferran ran the pharmacy was the best service I have ever experienced."

MR. FERRAN

This man has many remarkable achievements.

Mr. Ferran has amazing leadership and manager qualities. He's dedicated and determined as he set strong values with perfection, and encourages coworkers to make a difference which they have. He made the work area pleasant for everyone who came to the pharmacy picking up your prescriptions. He's an outstanding professional manager who treated everyone with respect and understanding. A kind, gentle man but don't underestimate him. He's no pushover by any means and knows how to use stern authority when needed. Joe Ferran is way above any other manager I have ever seen. He's cautious, out to protect the position and job he loves - the company he works for, plus his clients and employees. Right there! Right there, that's impressive. Because most employees are just out for themselves, but not him. He took the management position very serious and treated it that way. He's careful, sharp and discreet by wanting to know who's at his counter. Even while Mr. Ferran was doing his own job, he was totally aware what's going on around him as if he was 360. I would joke with employees and say "Does he have a microphone under the counter, or what?" He was always ready to jump in any direction when needed like a personal goal where no one waits. He made things easier and more efficient for all. Nothing got passed him. If an employee with a customer standing at the computer to long no one had to ask him for help. He was already there which always impressed me. He did many things to benefit his team to keep them strong as team players. Like no one was left behind. If a tech was overloaded he helped. Data input, cash register, etc. and my favorite was the phone never went pass a few rings because he did that also. This was not like other places. There's none to compare that I know of. It was true management with real customer service. I've seen him do every job there is, including vacuuming.

I saw a new employee who did not fit in. He acted like so many other cancerous pharmacies places. He did not care about the job as he was just looking for the paycheck. You could tell Mr. Ferran quickly shaped him up to become part of the team. And you could see Mr. Ferran placed him under his wing because this new employee became ambitious with a great attitude. He was nothing at first then Austin became my go to guy because I was that impressed with his fast achievements. Mr. Ferran did a great job on Austin.

MR. FERRAN STAFF

This staff always showed the highest respect for Mr. Ferran by always willing to go above and beyond that extra mile. They were a devoted team and you could see they were happy working together. He ran a tight crew. You never heard complaints or problems and you didn't see or feel any stress. In fact, you only saw them for a few moments but they had a way of melting stress away. You never felt mistreat like some other places. It takes a special group of employees to handle so many different personalities. Especially people with an illness in the family as it can change them into who they are not. These employees have no idea what customers are going through but they realize the customers coming to them have something going on in their life to be at the pharmacy. Their also aware their dealing with people's hearts. They always greeted everyone with the same warm greeting and pleasant cheerful happy to see you. They not only knew your name but they ask how the person is your picking the meds up for. This is all a reflection of how this Manager Joe Ferran ran this pharmacy. Which was Superb! Can you see it?

Can you see how different this pharmacy was? Seriously! We have all been to pharmacies before but have you ever experienced everything Mr. Ferran has created with all these qualities and how he and his employees treat the customers? I have never come across anything as excellent as this! It was that special.

With all the medical changes in the past few years, people are feeling under attack with major hits. Many times, it's a major fight every inch of the way just with insurance company. And taking care of your spouse as now their caregiver could give you more tremendous stress. "They knew how to treat people with gentle kindness. Just by them being there they helped their customers be calm, melted walls and become human again more like themselves. That is a mighty gift from Mr. Ferran. It was so positive and inspirational as it lifts you up. Even with all your challenges it helped you get through the rest of your day

Is a Reflection of him, this great manager

MR. FERRAN MADE THE JOB EXCITING

The race

A good manager recognizes where changes need to be made to get the best out of the team. He found good balance where everything worked smooth to accomplish his goals. When they got busy it was like the champion race started. Watching an exciting sports game where the team was out to win the trophy. No one lost sight on how to treat people with friendly service. It was Joe Ferran code of ethic. An amazing race to win! Everyone's moving fast as they pumped it out with smiles and the best attitudes. You could see they wanted this win! There was no confusion or stumbles. Flawless they nailed it every time. They were on a mission staying focused for the ultimate goal. No matter how hard they were slammed the line never grew out of control and you still got your meds 30 minutes or less. What an awesome achievement! The teamwork, the impact they had on all of us was always impressive. Seeing this always charged me up. Renewed my strength in taking care of my husband's challenges.

Many have said Joe Ferran is a hero and rightfully so. I'll always remember everything he created, a legend, a team like no other. Because it was that special. Consistent, efficient, phenomenal strong team who accomplished many undefeated wins. Best of all this man was respected so much, these employees had the same commitment and attitude even on his days off.

I don't know what happened, but a lot of people were hurt hearing this team leader Joe Ferran was no longer there. With all the values, morals and integrity he has, I along with many others can't imagine anyone wanting to destroy the best productive, high performance team we have ever seen. Especially knowing how well these people truly loved working together as it was always a win, win all the way.

CUSTOMERS ARE DEVASTATED

Winning was not only a personal goal.

Joe Ferran actually won the highest award he could have ever achieved

Never in my life have I witnessed customers and employees throughout a store so devastated they are literally crying and shedding tears over an employee losing their job. Seriously have you ever heard of this? I have not until I saw it myself. Believe me! It's so overwhelming you would never forget a sight like this. I saw Kleenex at the registers and listened to many stories as these people felt a need to share what Mr. Ferran meant to them. You just don't see or hear anything like this, ever! Some were grieving so hard and upset. Heartbroken they immediately took their business away and went to another pharmacy. Others said he was the heart, backbone and glue to the pharmacy. But one woman's story stood out more the others. She said, Joe Ferran did not feel comfortable filling out her prescription and for her safety he would not, until she went back to her doctor. Seems after 10 years this medicine could have hurt her and he caught it. "Right there, right there it shows how intelligent Mr. Ferran is and he's not just filling out prescriptions but truly cares for the wellbeing of his customers." Just like this woman many others also

said Joe Ferran was there hero. He made them feel safe and made you feel like you were in the best hands. I myself felt the same. That's what Mr. Joe Ferran was to people. There were many more people saying how shocked and disbelief they were but I think you can see and feel how devastating this highly unforgettable scene was. You can also see he was not the only one who suffered this tremendous loss of him losing his job, but the customers and fellow employees suffered this great sadness along with him. I could not remember the last time I cried because it's been over 10 years. My husband's medical is so hard I'm forced to stay focused and cannot breakdown. I now remember the last time I cried it was over this pharmacy manager Mr. Ferran. as I felt tears running down my face. I can understand how some people took their business away because it was that devastating to lose someone who did so much by creating a pharmacy like no other, Mr. Ferran had many goals for his team to achieve and they did win those awards. They won them from the customers. The same customers and employees who literally cried when this team was broken up because Mr. Joe Ferran is no longer there.

TO THE BOARD,

The Public is Requesting

With all due respect, because of the devastation I saw at the store with so many grieving. I believe when I speak about Mr. Ferran I also speak for many others. I am asking this board to be compassionate towards people with illnesses. Without Mr. Ferran or his team knowing their clients' struggles they had a way of lightening your day. You could have one of the worst medical day and leave that counter smiling, refreshed to take on more medical battles. Our community needs Mr. Ferran and more like him. Sometime bad things happen to good people and need a helping hand. This is one of those times. By letting him continue to be a pharmacist and manager he will only spread his wonderful ways to all those around him which is greatly needed and appreciated in this crazy world we now live in. True statement. Right now, someone needs a blessing. They are struggling so hard with medical and losing all hope. They feel like they are looked at like criminals and given the worst possible service you could ever imagine which only brings them down further than they already are. They wish to find anything with their medical to go smooth without struggling so hard which has broken them down further than they already are. Many feel they are now meant to die and some have already taken their life because they just couldn't handle any more negative. Others think about it all the time and just need the courage. I know a man that was to cripple to jump off his apartment ledge. His family from Texas finally came to rescue him. The way Mr. Ferran ran things may sound so little to you, but means the world to people who have medical somewhere in their lives, including the loving caregivers. Our community actually needs him, and again I am asking you to please place it in your hearts be our hero. Reach out to Joe Ferran and give him a hand. He truly deserves it for all he has done. Let him keep the job he truly loves as he helps so many people with his valuable goals. It was truly an extraordinary sight to witness so many employees and customers crying over a man who has lost their job. I'll never forget it. This is your chance to help the blameless innocent folks who are stuck in the middle with little to no help from this now harder medical world. It's yours and my loved ones along with our neighbors who will benefit because he holds that much value to our community. He's already won the highest award he could have ever achieved when so many people cried over this major loss of losing him. The people in our community would very much appreciate this court to granting our request.

"I declare under penalty of perjury of the laws of the State of Nevada and the United States Constitution that the foregoing is totally true and correct to the best of my knowledge."

I Sincerely Thank You


Lanette Escovedo