

Since the inception of the contract, there have been complaints, for a variety of reasons, some of which were customer service related (Walgreen's), and others related to internal process (Departmental). The following table provides issues and resolutions:

| Problem                       | Resolution  |
|-------------------------------|---|
| Customer Service issues       | (1) Pharmacy staff provided additional customer service training.<br>(2) Pharmacy staff terminated who were not able to provide appropriate customer services to our patients.<br>(3) Walgreen's is providing Spanish classes to their English speaking staff and additional bilingual staff have been hired.<br>(4) Walgreen's is providing in-service training on customer service to patients with mental health conditions.<br>(5) Locations – see paragraphs that follow table |
| Turn-around-time for refills. | (1) Community Health Center staff established a separate printer for the receipt of refill requests.<br>(2) Community Health Center Clinical Pharmacy staff are performing refill clinics under the direction of the providers, so that Walgreen's can receive these refill requests back in a timelier manner.   |

Walgreen's has and continues to demonstrated a very strong commitment addressing these issues; for example, replaced the entire pharmacy staff at the Walgreen's Airport location to improve customer services for our bi-lingual customers.

In the first year of this contract, Walgreen's and Community Care Services Department (CCDS) staff has had discussions related to increasing the number of Walgreen's pharmacies that patients can go to. We are currently in the process of completing a request to the Office of Pharmacy Affairs for an "Alternate Demonstration Project" (a proposal which outlines the need to increase pharmacy locations) to "Improve Access to Care". The Office of Pharmacy Affairs has a regulation that requires each clinic to have an assigned pharmacy.

The CCDS met with key staff at Office of Pharmacy Affairs and the National Association of Community Health Centers in Washington D.C. with each agency indicating that they are in support of our submission of the aforementioned "Alternate Demonstration Project". The Office of Pharmacy Affairs has indicated that it will take approximately 60-90 days to process upon our submission of the application for the demonstration project.

The outsourcing of the pharmacies to Walgreen's has effectively ensured that the Department and the Travis County Hospital District can continue to provide medications to patients of Travis County as a benefit and we will continue to work closely with Walgreen's to address issues as they arise.