

Albertson PRC – May 21, 2010

In Attendance:

Robert Hirano – Store 6153 (Torrance)

Rick Bruer – Local 1167, Cheryl Butler – Local 770, Diane Sedor – Local 1428, Andrea Zinder – Local 324, Brad Edwards – UFCW Regional Office, Mike Straeter – Local 1442, Rosalyn Hackworth – Local 135

Stefanie Gusha – Albertsons Labor Relations, Tracey Spangenberg, Pharmacy DM for San Diego

Immunizing – The company is strongly encouraging pharmacists to become Immunization Certified. This is important for reasons of competition and to drive and grow business. Albertsons is currently looking at this issue to determine what is best for the company and for its pharmacists. Albertsons wants to have as many immunizing pharmacists as possible. Albertsons provides a full day (8 hour) training live class for anyone who wants to participate. Pharmacist will get 8 hours pay. Pharmacists must also attend 4 hour of CPR training for which they are paid and they have to get recertified every 2 years. There is a CE portion to the training – computer modules which must be completed prior to attending training and pass the exam. Some pharmacists do the CE while on the clock during slow times. Some pharmacists have already completed the pre work. The live 8 hour training is mandatory to become an immunizer. Pharmacists sign up for the training on a web site. Process of becoming certified is voluntary (strongly encouraged). Goal is to offer immunizing in every location. The Pharmacy Techs will do the administration paper work for the immunizations. They don't need classes for this. Currently, Albertsons is not giving travel vaccines. Most others are provided, but nothing for children under age 9. Robert mentioned that immunizing is something that he gets the most satisfaction out of. Since the company has not yet made it mandatory no thought has been given to pharmacists who want to opt out. Tracey said that of the pharmacists she supervises, 50% are now certified and she expects about 93 % will be certified after this training. All newly hired pharmacists must be immunization certified. Depending on the store every 5 prescriptions could generate an extra labor hour – same for immunizing. Robert said last year he did about 250 regular flu vaccines out of 360 vaccinations for his store. Advertising to the public is through some radio advertising, weekly ad and in store advertising. Stefanie said sometimes the Pharmacists reach out to businesses around the store where there might be a need. Last year, Robert went to several companies (on behalf of Albertsons) and immunized (nursing homes, churches etc) where there is at least an interest in doing not less than 50 immunizations. **Andrea requested Stefanie provide information regarding the current liability coverage.**

Robert said that going forward, his store he will do away with the immunization appointment book and just do immunizations in accordance with the flow of business.

Health Screening – Some Albertsons stores screen for cholesterol, thyroid, diabetes, blood pressure. Finger prick is the method for drawing blood. Very few stores have the machine for cholesterol screening so they have to mail out to get the sample tested. The Company has recently switched to a new vendor. It is voluntary for pharmacists to do health screening. The training is in house (computer based). Tracey said that she hopes that after immunization is more fully rolled out, the pharmacists will overcome the fear

factor and be more embracing of this program. Health screening is by appointment. Medication management is also included. Glucose screening is \$5 and cholesterol screening is \$19.99.

Alternate Work Schedules – Up to individual store. Store hours vary so it only works in some stores. Tracey stated that in stores that are 9 – 9 most pharmacists prefer to work this alternate schedule.

Good Partnership Tracey mentioned that there is a good partnership between the food side and the pharmacy side of the store and they cooperate with each other.

2 Diabetic Programs – One is through a company nutritionist who acts as a clinical specialist and will walk diabetic patients through the store and show them how to shop, buy, count carbs, etc. The other program allows Pharmacists to sign up as diabetic specialist, this program gives the pharmacist the tools to educate and consult with patients. It is also a voluntary program. There is a cost to public. After completing 5 tests the pharmacist can qualify to be trained for the second level diabetic specialist. In San Diego – there are 10 pharmacists at first level. 2 at second level. Pharmacist gets paid for training. Training for second level is in Chicago. 2nd level pharmacists can do walk tours through store with public. These walk throughs are outside of regular hours allotted to pharmacy.

Ancillary Hours – Robert has heard that some pharmacists want more ancillary hours. The best way to do this is to give more shots. Script count largely drives the pharmacy matrix. Pharmacist hours are pretty much identical to the hours of operation. Usually the store has 2 full-time pharmacists (80 hours). So extra hours go to techs based on volume. Depending on the store every 5 prescriptions could generate an extra labor hour. Use some clerks instead of techs, but mostly techs.

Externs – There is an official program with each school of pharmacy. The program includes a 6 week rotation in retail pharmacies. There are designated stores where there are preceptors. Being a preceptor is voluntary. Most of the work that the externs do is not in store – they have to do and complete certain projects. Robert will have an extern this summer and he had one 2 years ago. According to Robert the actual time the externs spend in the pharmacy is not that much. Mostly they are there to see how the pharmacy is run. **No bargaining unit hours are cut.** Externs have a lot of paperwork and outside meetings.

Summer Internship Program - Summer internship program is paid out of a training fund. Their pay does not affect store level hours because not paid out of store. This is a very competitive 8 week program. Robert said he has been given specific instructions from corporate that **they are not to affect employee hours.**

Discipline – Tracey said biggest issue is customer service. This is usually dealt with through coaching the pharmacist.

Lunches – Pharmacists leave the pharmacy during their half hour lunch and the tech can give out all prescriptions except new prescriptions. New prescriptions have to wait until pharmacist returns for counseling. If the pharmacist is uncomfortable leaving the tech alone, the Pharmacist has the option to close for 30 minutes.