1. Is the CPW Board Filled out correctly?
   a. Today's date is filled out.
2. Are the TMs rotating approximately every 2 hours?
   a. Same TM is assigned to different zones at different times, throughout the day
3. Are the zones populated correctly using the staffing section?
   a. Check CPW, confirm that board matches the zone suggestion for that time / staffing level
4. Are the TMs in scheduled zones based on skills/tasks for the time of the day?
   a. RxOM considered tenure & peak in volume to assign TMs to zones
5. Is there someone listed for IC3?
   a. IC3 name is updated to reflect who is in store; TMs are aware of IC3 contact
6. Is the training log filled out with the dates of training completion from both CPW
   a. All TMs are fully trained (reasonable exceptions allowed)
   b. RxOM has clear upskilling plan for remaining TMS
   c. TMs observed actions reflect training validation
7. Is each TM, including SM, listed in the training log
   a. All TMs are included in log, as confirmed by roster (with exception of new hires
8. Is each TM , with at least 3 months tenure, trained on each activity?
   a. Validate that all TMs are trained, leaving room for special exceptions
9. Does the team have a plan in place to address gaps in training for any TM?
   a. SM/ RxM knows which Ms require additional training, and they have made a plan to ensure training occurs
10. OOS - Do all OOS exceptions which have been created $24 ago have a comment?
    a. Go through each queue, ensure that the majority of entries satisfy guidelines:
11. OOS - Are there any OOS older than 2 days? if yes, has the team communicated solutions to the patient?
    a. Is not older than 10 business days
12. WCS/CMD - Check 6-8 WCBs at random: Does each wcv have a comment on when last outreach occurred?
    a. Comments are present, and have clear action with date attached
13. WC/CMD - Are all exceptions in the queue according to SOP guidance?
14. WCS/CMD - Are there CMD exceptions and do they have comments?

15. MQ - if there is an MQ indicator: is MQ properly addressed?
16. MQ- if there is not an MQ indicator: Ask TM when they opened it how many were in the queue - is the MQ size reasonable?
17. Are Green Zone SMS resources posted at each POS terminal?
    a. Green zone TM is asking patient about SMS preference, guiding them on pinpad and SMS consent
18. Are Blue Zone resources posted at each fill station?
    a. Resources are posted and team members are referring to them (if necessary)
19. Do they have today's phlomometer threshold value on them?
    a. phlomometer guidance is reflected and current date is shown
20. Is each 1-pager easily accessible (e g, in a binder), do TMs know where to find them?
    a. Non-senior tech know where one pagers are (note; might need to ask TMs directly if observation is not enough to answer this question)
21. Do TMs check the CPW board for zone assignment when they enter the pharmacy and signing into MyZone? >50% of TMs for yes
    a. Technicians are able to state what zone they are in, their main responsibility, and their Primary & secondary, tasks
22. Check CPW reporting, are TMs logging in every day over at least the past week
    a. Avg. unique employees visiting CPW per day should equal the number of TMs scheduled each day
23. Are TMs checking Myone for guidance when they change zones? -50% of TMs for yes
    a. Technicians can explain how they use the board and when they switch zones
24. Are TMs continuing to monitor Myone throughout rotation? Are TMs switching to secondary tasks? ≥50% of TMs for yes
    a. Technicians can open CP and explain how they go from primary to secondary tasks
25. Are TMs switching to tertiary tasks when below min threshold?
    a. TMs refer to threshold and conduct tertiary tasks when below threshold
26. Are TMs asking for IC3 when above IC3 threshold?
    a. Technicians can explain when they call for IC3 (why and who is coming to support)
27. Do TMs adjust behavior when phlomometer reaches above threshold?
    a. Observe techs move priorities based on phlomometer reading, specifically when above max threshold

28. Are TMs asking patients to consent / enroll in SMS when not already enrolled?
    a. TMs asking patients about SMS preferences at POS
29. Is CPW lead coaching workflow: managing rotation timing and calling out when min/max are being approached?
    a. Observe CPW lead encouraging TMs to rotate (if applicable), reconciling phlomometer with execution of primary & secondary tasks
30. When asked: Does ROM/CPW Lead have action items for the team to improve on? Do they effectively communicate these to TMS?
    a. RxOM/CPW lead has a clear idea of PEXT priorities (E g, training next steps listed in weekly business meetings. Training updated within the schedule/board)
31. As barriers to PEXT adherence are identified: Does store leadership have a plan in place to address barriers/performance gaps present?
    a. RxOM/CPW lead has a plan to mitigate challenges