



A Helpful Smile In Every Aisle

May 8, 2017

Andrew Funk, Executive Director  
Iowa Board of Pharmacy Examiners  
400 SW Eighth Street, Suite E  
Des Moines, IA 50309-4688

*Re: Hy-Vee Pharmacy Fulfillment Center's 2017 Q1 Error Report*

Hy-Vee Pharmacy Fulfillment Center (IA License #1472) respectfully submits our First Quarter 2017 Error Report, for dates ranging from January 1, 2017, through March 31, 2017. All prescriptions dispensed through our Automatic Distribution Dispensing System (ADDS) from the Hy-Vee Pharmacy Fulfillment Center are monitored through the Pharmacy Quality Commitment Program and are reflected in the error report.

During the first quarter of 2017, the Hy-Vee Pharmacy Fulfillment Center dispensed 2,053,622 prescriptions utilizing our ADDS to our retail Hy-Vee pharmacies in eight states. During this timeframe, we had 353 errors associated with ADDS, resulting in an error-free percentage of 99.98% for prescriptions dispensed through ADDS. Of the 353 errors, 1 prescription reach the patient. The error was a wrong monograph in a bag. The issue was immediately addressed and corrected with responsible employee.

**Summary**

Number of Prescriptions dispensed through ADDS	2,053,622
Number of Errors associated with ADDS	353
Error Free Percentage	99.98%
Number of Errors Reaching the Patient	1
Percentage of Errors Reaching the Patient	0.00048%
Number of Patients harmed as a result of errors	0

**Categories of Errors**

The ten distinct categories of errors are listed below, along with the number of errors in each category.

<b>Category</b>	<b>Number of Errors</b>	<b>Percentage of Prescriptions</b>
Incorrect Drug	0	0%
Incorrect Quantity	161	0.0078%
Incorrect Dose	0	0%
Incorrect Dosage Form	0	0%
Incorrect Directions	0	0%
Incorrect Patient Name	0	0%

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Other Incorrect Label Information	0	0%
Computer Order Entry	0	0%
Incorrect Safety Cap	30	0.0015%
Other Errors	162	0.00788%

Please see the attached reports for a detailed description of each error, the category, and corrective action adopted by the Hy-Vee Pharmacy Fulfillment Center.

**Quantity Errors**

Quantity errors are caused by the calibration of the scale or the air pressure in our ADDS. The Hy-Vee Pharmacy Fulfillment Center continues to monitor particular NDC's that are miscounted or damaged by the ADDS. We adjust the calibration of our scales and air pressure in our ADDS with respect to the applicable drug to optimize the settings and reduce the incidence of incorrect quantities or broken tablets and capsules. We are exploring changing manufacturers for the NDC's that consistently are damaged or miscount. The error we had that reached a patient this quarter was caught by our automation process, however, it was reviewed and approved by a pharmacist erroneously. The error was reviewed with pharmacist.

**Incorrect Safety Caps**

The process for providing non-safety caps is a manual process. The computer screen places a large red message on the screen, alerting the packer to add the snap caps before sealing the bag. We have added additional training and remind our packing department to review screen and/or paperwork for a non-safety cap indicator. This number was down from last quarter despite an increase in script volume.

**Other Errors**

Errors, such as the barcode cutting off on the prescription label, capping issues, or bag seals, are the result of our mechanical process for automatically filling prescriptions. We respond to these errors immediately and continue to adjust and refine our mechanical systems. For example, adjustments are made to the automated capper machines to ensure that the caps are securely put on the prescription vials or to heat settings in our machines that seal our bags to reduce these types of errors.

**Errors related to Replenishment and Inventory**

We experienced 19 inventory errors. These were replenishment bottles placed on our stock shelving incorrectly. These bottles are recognized by scan and corrected before they are placed into a cell. These errors are documented so that we are able to identify similar looking bottles in proximity and train staff to avoid shelving incorrectly and therefore increasing efficiencies. These replenishment type errors were all caught before the technician reached the actual replenishment of robot cells.



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### **Redirection of Pharmacist and Pharmacy Services**

Hy-Vee retail pharmacies have implemented use of the EQuipp platform to improve quality metrics according to PQA (Pharmacy Quality Alliance) approved indicators and CMS approved standards. Our pharmacies have been actively logging on to this website and reviewing for opportunities to improve quality outcomes such as patient adherence or decreasing high risk medications in the elderly. During the month of March 2017, we only had 9 Iowa locations not actively logging on to this site to improve these quality measures. All 9 of these locations were contacted by their pharmacy supervisor to encourage actively logging in and improving the quality of our patients.

Our pharmacies have continued focused efforts on MTM completion. As of March 31, 2017, our pharmacies had completed 75% of our cases through Mirixa and have completed 36% of our CMRs provided to us through the Outcomes platform. Hy-Vee improved its ranking among our Mirixa peer competition in 2016, achieving a ranking of 1<sup>st</sup> of 13 chains. Hy-Vee also improved its ranking among the overall competition, achieving a rank of 10<sup>th</sup> of 70 chains. We continue to monitor our pharmacies and reach out the pharmacies with lower completion rates.

Hy-Vee pharmacies administered 41.42% more influenza immunizations in the first quarter of 2017 as compared to the first quarter of 2016. Non-influenza vaccinations decreased 10.13% in the first quarter of 2017 as compared to the first quarter of 2016. Non-influenza vaccinations continue to be a focus area for Hy-Vee pharmacies. New signage has been added to the pharmacies detailing the vaccinations available to customers from our pharmacists. Pharmacy supervisors have also been consulting with pharmacies on strategies to expand non-influenza vaccinations.

### **Quality Training**

The Hy-Vee Pharmacy Fulfillment Center Director and Pharmacy Manager are consistently looking at all reported errors and addressing and training staff immediately when an error is identified. We are constantly refining our procedures and equipment to ensure that our level of quality is never compromised.

All registered pharmacy employees working at the Hy-Vee Pharmacy Fulfillment Center have completed the Quality Assurance training. We are committed to continual monitoring and improvement of our quality at the Hy-Vee Pharmacy Fulfillment Center.

Respectfully submitted,  
Hy-Vee, Inc.

Helen E. Eddy  
GVP, Pharmacy Service  
Hy-Vee Pharmacy Fulfillment Center

Incorrect Drug								
Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
0	2,053,622	0	0					

Incorrect Quantity								
Store#	Date Reported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	01/03/17	No	Broken tab/cap	Rx contained a broken tablet-1848			Mechanical error	Adjust Cell Pressure/Settings
4016	01/04/17	No	Broken tab/cap	Rx contained a broken cap-1393			Mechanical error	Adjust Cell Pressure/Settings
4016	01/08/17	No	Wrong quantity/amount	Rx was one tablet short			Mechanical error	Adjust Cell Pressure/Settings
4016	01/09/17	No	Broken tab/cap	PV2 Broken tab 89/90	Lisinopril 40		Mechanical error	Adjust Cell Pressure/Settings
4016	01/09/17	No	Broken tab/cap	PV2 Broken tab 29/30	Lisinopril 40		Mechanical error	Adjust Cell Pressure/Settings
4016	01/05/17	No	Broken tab/cap	Rx had broken tab-1848	Lisinopril/Hctz 25/12.5		Mechanical error	Adjust Cell Pressure/Settings
4016	01/10/17	No	Broken tab/cap	PV1 Undercount 89/90	Lisinopril 5mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/10/17	No	Broken tab/cap	PV1 undercount 29/30	Lisinopril 5mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/11/17	No	Broken tab/cap	PV1 undercount 87/90	Lisinopril 5mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/11/17	No	Broken tab/cap	PV2 undercount 89/90	Metformin ER 500mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/11/17	No	Broken tab/cap	PV2 undercount 174/180	Carvedilol 3.25		Mechanical error	Adjust Cell Pressure/Settings
4016	01/11/17	No	Broken tab/cap	Rx was one tablet short-1547			Mechanical error	Adjust Cell Pressure/Settings
4016	01/11/17	No	Broken tab/cap	Rx was short			Mechanical error	Adjust Cell Pressure/Settings
4016	01/12/17	No	Broken tab/cap	Pv2 undercount 178/180	Carvedilol 3.25		Mechanical error	Adjust Cell Pressure/Settings
4016	01/12/17	No	Broken tab/cap	Rx had broken tab			Mechanical error	Adjust Cell Pressure/Settings
4016	01/13/17	No	Broken tab/cap	PV2 Undercount 59/60	Bacofen010mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/16/17	No	Broken tab/cap	Rx had broken tab -1547			Mechanical error	Adjust Cell Pressure/Settings
4016	01/16/17	No	Wrong quantity/amount	Rx short one tab -1183			Mechanical error	Adjust Cell Pressure/Settings
4016	01/18/17	No	Broken tab/cap	Rx had broken tab	Glimepiride 4mg		Mechanical error	Counseled employees, re-counted prescription
4016	01/20/17	No	Broken tab/cap	PV2 undercount 175/180	Carvedilol 3.125		Mechanical error	Adjust Cell Pressure/Settings
4016	01/21/17	No	Broken tab/cap	rx had broken tab			Mechanical error	Adjust Cell Pressure/Settings
4016	01/23/17	No	Broken tab/cap	undercount 89/90	Losartan 25mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/24/17	No	Broken tab/cap	undercount 28/30	Glimepiride 2mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/25/17	No	Broken tab/cap	PV1 undercount 59/60	Tizanidine 4mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/25/17	No	Broken tab/cap	PV1 undercount 29/30	simvastatin 20mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/26/17	No	Broken tab/cap	Rx broken tabs-1511			Mechanical error	Adjust Cell Pressure/Settings
4016	01/26/17	No	Wrong quantity/amount	RX one long tab-1556			Mechanical error	Adjust Cell Pressure/Settings
4016	01/27/17	No	Broken tab/cap	Rx broken tab			Mechanical error	Adjust Cell Pressure/Settings
4016	01/27/17	No	Wrong quantity/amount	Rx extra tab			Mechanical error	Adjust Cell Pressure/Settings
4016	01/28/17	No	Wrong quantity/amount	Rx extra tab -1547			Mechanical error	Adjust Cell Pressure/Settings
4016	01/29/17	No	Broken tab/cap	PV2 broken 89/90	Furosemide 40mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/29/17	No	Broken tab/cap	PV1 broken tablet 87/90	Glimepiride 4mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/29/17	No	Broken tab/cap	PV1 broken tablet29/30	potassium cl 10meq		Mechanical error	Adjust Cell Pressure/Settings
4016	01/30/17	No	Broken tab/cap	PV1 undercount 58/60	Carvedilol 6.25		Mechanical error	Adjust Cell Pressure/Settings
4016	01/30/17	No	Broken tab/cap	PV1 undercount 29/30	Tamsulosin 0.4mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/30/17	No	Broken tab/cap	PV1 undercount 59/60	Glimepiride 4mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/30/17	No	Broken tab/cap	PV1undercount 29/30	Propranolol 10mg		Mechanical error	Adjust Cell Pressure/Settings
4016	01/20/17	No	Wrong quantity/amount	Rx short one tab -1394	Doxazosin 2mg		Mechanical error	Adjust Cell Pressure/Settings
4016	02/18/2017	No	Broken tablet or capsule	pv1 broken 89/90	GLIMEPIRIDE 4 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/18/2017	No	Broken tablet or capsule	pv1 broken 177/180	CARVEDILOL 25 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/17/2017	No	Broken tablet or capsule	pv2 broken 86/90	FUROSEMIDE 40 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/17/2017	No	Broken tablet or capsule	rx1071830-1631 had 2 broken tablets in vial			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/16/2017	No	Broken tablet or capsule	RX 1071585-1631 had 2 broken tabs			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/15/2017	No	Broken tablet or capsule	PV1 - Vilbryd 10mg - broken 14/15			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/15/2017	No	Broken tablet or capsule	PV1 - spironolactone 25mg - broken 7/6			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/15/2017	No	Broken tablet or capsule	MN Rx 864003-1441 had 1 broken tab of buspirone 15			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/14/2017	No	Broken tablet or capsule	Omeprazole 40mg broken capsule			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/14/2017	No	Broken tablet or capsule	PEG powder (RX 943199) had a broken tablet __ IA			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/13/2017	No	Broken tablet or capsule	PV1 - Lisinopril 5mg - broken 89/90			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/10/2017	No	Broken tablet or capsule	broken tablet of Furosemide 40mg (filled 89/90)			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/09/2017	No	Broken tablet or capsule	pv1 broken 28/60	CARVEDILOL 25 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/09/2017	No	Broken tablet or capsule	pv1 broken tab 87/90	VALSARTAN 40 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/06/2017	No	Broken tablet or capsule	pv2 broken 29/30	METFORMIN HCL ER 500 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/04/2017	No	Broken tablet or capsule	rx had 1 broken tab			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/09/2017	No	Wrong quantity/amount	rx shorted 1 tablet	METFORMIN HCL 1,000 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/09/2017	No	Wrong quantity/amount	rx shorted 2 tablets	MAGNESIUM OXIDE 400 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/09/2017	No	Wrong quantity/amount	rx shorted 1 capsule	FLUOXETINE 20 MG CAPSULE		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/08/2017	No	Wrong quantity/amount	short count 27/30	BENZONATATE 200 MG CAPSULE		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/07/2017	No	Wrong quantity/amount	store reported vial was 1 tablet short	LOSARTAN POTASSIUM 100 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/02/2017	No	Wrong quantity/amount	pill found beside vial. when amount was checked found to be 1 short 59/60 (sulfasalazine DR 500)			Mechanical error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	carvedilol 25mg broken tablets 178/180			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	carvedilol 25mg broken tablets 179/180			Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	pv2 broken 179/180	LISINAPRIL-HCTZ 20-12.5 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings

4016	02/28/2017	No	Broken tablet or capsule	pv2 broken 59/60	OXYBUTYNIN 5 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	pv2 broken 179/180	ALLOPURINOL 100 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	pv2 - broken tabs 57/60 propranolol 40mg ndc 00115-1661-03		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	pv2 - glimepiride 1mg broken 58/60 ndc 16729-0001-16		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	pv2 - broken tab gabapentin 600mg 101/102 ndc 68462-0126-05		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	Propranolol 10mg had one broken tab and 1 extra tab		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/28/2017	No	Broken tablet or capsule	Rx had one broken tab		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/27/2017	No	Broken tablet or capsule	pv2 broken 59/60	FUROSEMIDE 40 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/27/2017	No	Broken tablet or capsule	broken tablets of Glimepiride 2mg (filled 58/60)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/27/2017	No	Broken tablet or capsule	pv2 - furosemide 40mg broken 178/180 ndc 00781196610		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/27/2017	No	Broken tablet or capsule	pv2 - gabapentin 400mg broken 59/60 ndc 16714050501		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/27/2017	No	Broken tablet or capsule	pv2 - broken tab 59/60 carvedilol 3.25mg		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/27/2017	No	Broken tablet or capsule	pv2 - propranolol 40mg broken tab 29/30 ndc 00115-1661-03		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/24/2017	No	Broken tablet or capsule	broken tablets Furosemide 40mg (filled 88/90)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/23/2017	No	Broken tablet or capsule	broken tablet of Propranolol 40mg (filled 183/190)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/23/2017	No	Broken tablet or capsule	broken tablet of Carvedilol 25mg (filled 58/60)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/23/2017	No	Broken tablet or capsule	broken tablets of Carvedilol 3.25mg (filled 177/180)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	pv2 broken 29/30	LISINAPRIL-HCTZ 20-12.5 MG TAB	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	pv2 broken 17/18	ACYCLOVIR 800 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	pv1 broken 89/90	FUROSEMIDE 40 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	pv2 broken 29/30	GLYCOPYRROLATE 2 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	pv2 broken 29/30	AMIODARONE HCL 200 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	pv1 broken 57/60	DOXYCYCLINE 50 MG CAPSULE	Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	5 broken tablets of Carvedilol 25mg in Rx 613711-1109		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/22/2017	No	Broken tablet or capsule	diclofenac potassium 50mg tab broken 1547 (MN)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/21/2017	No	Broken tablet or capsule	broken tablet of Naproxen 500mg (filled 59/60)		Mechanical Error	Adjust Cell Pressure/Settings
4016	02/21/2017	No	Broken tablet or capsule	broken tablet of Amiodarone 200mg (filled 59/60)		Mechanical Error	Adjust Cell Pressure/Settings
4016	2/14/2017	No	Broken tablet or capsule	Broken tablet MN 1547		Mechanical Error	Adjust Cell Pressure/Settings
4016	2/9/2017	No	Wrong quantity/amount	Rx short 1 tab MN 1441		Mechanical Error	Adjust Cell Pressure/Settings
4016	2/7/2017	No	Broken tablet or capsule	Rx had 2 broken tabs lisinopril MN 1441		Mechanical Error	Adjust Cell Pressure/Settings
4016	2/8/2017	No	Wrong quantity/amount	Rx one tablet short MN 1548		Mechanical Error	Adjust Cell Pressure/Settings
4016	2/4/2017	No	Broken tablet or capsule	Rx had one broken tab MN 1183		Mechanical Error	Adjust Cell Pressure/Settings
4016	2/3/2017	No	Wrong quantity/amount	Rx had one extra Tab MN 1848	QUETIAPINE 25mg	Mechanical Error	Adjust Cell Pressure/Settings
4016	2/19/2017	No	Wrong quantity/amount	Rx short 1 tab MN 1548	METFORMIN 1000mg	Mechanical Error	Adjust Cell Pressure/Settings
4016	2/28/2017	No	Broken tablet or capsule	Rx had one broken tab MN 1547		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/30/2017	No	Broken tablet or capsule	broken tablet Carvedilol 25mg (filled 59/60)		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/30/2017	No	Broken tablet or capsule	broken tablet Clonidine 0.1mg (filled 59/60)		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/28/2017	No	Broken tablet or capsule	Clonidine 0.1mg: broken 28/30		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/28/2017	No	Broken tablet or capsule	Broken 88/90	AMIODARONE HCL 200 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/28/2017	No	Broken tablet or capsule	broken 27/30	AMIODARONE HCL 200 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/28/2017	No	Broken tablet or capsule	Broken 29/30	AMIODARONE HCL 200 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/27/2017	No	Broken tablet or capsule	oxybutynin broken tab 179/180		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/27/2017	No	Broken tablet or capsule	ibuprofen 800mg broken tab 39/40		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/27/2017	No	Broken tablet or capsule	pv1 broken 29/30	CLONIDINE HCL 0.2 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/27/2017	No	Broken tablet or capsule	pv1 broken 29/30	VALACYCLOVIR HCL 1 GRAM TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/27/2017	No	Broken tablet or capsule	1 broken 89/90	OXYBUTYNIN 5 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/27/2017	No	Broken tablet or capsule	broken 148/150	LITHIUM CARBONATE 300 MG TAB	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/24/2017	No	Broken tablet or capsule	pv2 broken 89/90	ALLOPURINOL 100 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/24/2017	No	Broken tablet or capsule	pv2 broken 179/180	OXYBUTYNIN 5 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/23/2017	No	Broken tablet or capsule	carvedilol 25mg rx had one broken tablet		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/21/2017	No	Broken tablet or capsule	pv2 broken 27/30	FUROSEMIDE 20 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/21/2017	No	Broken tablet or capsule	pv2 broken 27/30	FUROSEMIDE 20 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/21/2017	No	Broken tablet or capsule	pv2 broken 26/30	FUROSEMIDE 20 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/21/2017	No	Broken tablet or capsule	pv2 broken 29/30 switched to visual verify	FUROSEMIDE 20 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/21/2017	No	Broken tablet or capsule	broken capsule found in vial at store	OMEPRAZOLE 20 MG CAPSULE DR	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/21/2017	No	Broken tablet or capsule	short 1	CARVEDILOL 12.5 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/20/2017	No	Broken tablet or capsule	broken tablet of Famciclovir 500mg (filled 53/54)		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/20/2017	No	Broken tablet or capsule	pv1 broken 179/180	PRAMIPEXOLE 0.5 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/20/2017	No	Broken tablet or capsule	pv1 broken 29/30	POTASSIUM CL ER 10 MEQ TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/20/2017	No	Broken tablet or capsule	pv1 broken 58/60	GLIMEPIRIDE 4 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/20/2017	No	Broken tablet or capsule	broken tablet found in vial at store	BUPROPION ER 150 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/19/2017	No	Broken tablet or capsule	lisinopril 5 broken tablet found in vial at store		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/16/2017	No	Broken tablet or capsule	broken 59/60	OMEPRAZOLE 20 MG CAPSULE DR	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/15/2017	No	Broken tablet or capsule	broken 29/30	FUROSEMIDE 40 MG TABLET	Mechanical Error	Adjust Cell Pressure/Settings
4016	03/14/2017	No	Broken tablet or capsule	glipizide 10mg broken tab 119/120		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/14/2017	No	Broken tablet or capsule	oxybutynin 5mg broken 59/60		Mechanical Error	Adjust Cell Pressure/Settings

4016	03/14/2017	No	Broken tablet or capsule	oxybutynin 5mg broken 29/30			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/13/2017	No	Broken tablet or capsule	glimepiride 4mg broken tab 29/30			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/13/2017	No	Broken tablet or capsule	one broken tablet--carvedilol 6.25mg			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/13/2017	No	Broken tablet or capsule	2 broken tablets in rx 489715-1379	FUROSEMIDE 20 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/11/2017	No	Broken tablet or capsule	lisinopril/hctz 20/25 broken 88/90			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/11/2017	No	Broken tablet or capsule	furosemide 20mg broken 88/90			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/11/2017	No	Broken tablet or capsule	oxybutynin 5mg broken 57/60			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/11/2017	No	Broken tablet or capsule	venlafaxine ER 75mg broken 89/90			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/10/2017	No	Broken tablet or capsule	broken tablet of Medroxyprogesterone 5mg (filled 89/90)			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/10/2017	No	Broken tablet or capsule	broken tablet of Baclofen 10mg (filled 44/45)			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/10/2017	No	Broken tablet or capsule	Vesicare 10mg: broken 29/30			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/10/2017	No	Broken tablet or capsule	Bupirone 15mg: broken 117/120			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/09/2017	No	Broken tablet or capsule	broken tablet of Enalapril 20mg (filled 179/180)			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/08/2017	No	Broken tablet or capsule	Lisinopril 5mg: 1 broken tablet			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/07/2017	No	Broken tablet or capsule	Lisinopril/HCTZ 20/12.5mg broken 59/60			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/07/2017	No	Broken tablet or capsule	Bupirone 15mg: broken 59/60			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/07/2017	No	Broken tablet or capsule	Oxybutynin 5mg: broken 58/60			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/07/2017	No	Broken tablet or capsule	Propranolol 40mg: broken 265/270			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/07/2017	No	Broken tablet or capsule	Pramipexole 1mg: broken 89/90			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/07/2017	No	Broken tablet or capsule	Rx had one broken tablet			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/06/2017	No	Broken tablet or capsule	pv2 broken 89/90	SODIUM BICARB 650 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/06/2017	No	Broken tablet or capsule	Baclofen 20mg: broken 149/150			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/05/2017	No	Broken tablet or capsule	carvedilol 25mg 134/135 broken			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/05/2017	No	Broken tablet or capsule	glimepiride 4mg broken tab 29/30			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/05/2017	No	Broken tablet or capsule	carvedilol 25mg broken tabs 58/60			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/03/2017	No	Broken tablet or capsule	broken tablet of Lisinopril 40mg (filled 29/30)			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/02/2017	No	Broken tablet or capsule	pv2 broken 59/60	METFORMIN HCL ER 500 MG TABLET		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/01/2017	No	Broken tablet or capsule	pv1 broken 59/60	OMEPRAZOLE 20 MG CAPSULE DR		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/01/2017	No	Broken tablet or capsule	pv1 broken 89/90	DOXYCYCLINE HYCLATE 50 MG CAP		Mechanical Error	Adjust Cell Pressure/Settings
4016	03/19/2017	Yes (Preventable ADE)	Wrong quantity/amount	RX 1178584-1148 was sent out with only 30/60 capsules			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/15/2017	No	Wrong quantity/amount	RX 770402-1202 short 1 tab			Mechanical Error	Adjust Cell Pressure/Settings
4016	03/14/2017	No	Wrong quantity/amount	risperidone 0.5mg tablets extra tablet in the vial			Mechanical Error	Adjust Cell Pressure/Settings
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
	161	2,053,622	0.0078	1				

**Other- Cap Issue**

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	02/02/2017	No	Other	40 dr vial loose cap made it to pv			Mechanical Error	Capper was serviced
4016	02/02/2017	No	Other	40 dr vial loose cap made it to pv			Mechanical Error	Capper was serviced
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
2	2,053,622	0.00009	0					



**Incorrect Safety Cap**

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	01/02/17	No	Safety cap issue No Cap	No snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	01/07/17	No	Safety cap issue No Cap	Rx without non safety cap 1548			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	01/28/17	No	Safety cap issue No Cap	No snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	01/28/17	No	Safety cap issue No Cap	No snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	01/28/17	No	Safety cap issue No Cap	No snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	02/18/2017	No	Safety Cap issue - No Cap	packing forgot snap cap	FERROUS SULFATE 325		Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	02/13/2017	No	Safety Cap issue - No Cap	rx31619-1548 had no snap cap in rx l			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/25/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/25/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/25/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/25/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/22/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/22/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/22/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/22/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/21/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/21/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/21/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.

4016	03/15/2017	No	Safety Cap issue - No Cap	forgot snap caps			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/29/2017	No	Safety Cap issue - No Cap	519190-1548 had no snap cap in rx bag			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/09/2017	No	Safety Cap issue - No Cap	No cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	Forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	Forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
4016	03/04/2017	No	Safety Cap issue - No Cap	forgot snap cap			Human Error: The PSP did not recognize the safety caps addition on their screen.	This has been addressed at Quality Assurance meetings and staff meeting to remind all PSP/techs/RPH.
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
30	2,053,622	0.0015	0					

Other-Paperwork

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	1/4/2017	Yes	Mixed contents	Wrong monograph in patient bag			Human error	PSP was talked to
4016	02/15/2017	No	Paperwork	wrong monograph got into bag			Human Error	PSP was talked to
4016	02/22/2017	No	Paperwork	monograph for 1474 in bag for 1101			Human Related	PSP was talked to
4016	03/23/2017	No	Paperwork	another patient's monograph was in wrong bag			Human Error	PSP was talked to
4016	03/22/2017	No	Paperwork	another patient's monograph paper was in wrong bag			Human Error	PSP was talked to
4016	03/21/2017	No	Paperwork	monograph paper missing from prescription	ENTIN 100 MG C		Human Error	PSP was talked to
4016	03/23/2017	No	Paperwork	Monograph for additional patient with rx			Human Error	PSP was talked to
4016	03/14/2017	No	Paperwork	849121064 had a monograph for 1614527-7055 in it			Human Error	PSP was talked to
4016	03/13/2017	No	Paperwork	der for 1019 had paperwork from 451527-1820 **Minnesota**			Human Error	PSP was talked to
4016	03/12/2017	No	Paperwork	1507391-1101 had a monograph for 1010394-1092 in bag			Human Error	PSP was talked to
4016	03/06/2017	No	Paperwork	1 monograph was missing			Human Error	PSP was talked to
4016	03/01/2017	No	Paperwork	Monograph for Rx#487292-1060 was in order #83601-1064			Human Error	PSP was talked to
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
12	2,053,622	0.0058	1					

**Other-Bags**

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason For Error	Corrective Action
4016	01/04/17	No	Bag unsealed	Rx bag not sealed-1400			Mechanical Error	Autobagger was serviced
4016	01/12/17	No	Bag unsealed	Rx bag not sealed From MAB-3			Mechanical Error	Autobagger was serviced
4016	01/12/17	No	Bag unsealed	Rx bag not sealed -1548			Mechanical Error	Autobagger was serviced
4016	01/22/17	No	Bag unsealed	Rx bag not sealed			Mechanical Error	Autobagger was serviced
4016	02/28/2017	No	Bag unsealed	Bag opened with RX			Mechanical Error	Autobagger was Serviced
4016	2/18/2017	No	Bag unsealed	Bag opened with RX MN 1548			Mechanical Error	Autobagger was Serviced
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
6	2,053,622	0.00029	0					

Other-Caps								
Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	01/11/17	No	Label issue-not readable	Blank label over RX label	Lisinopril 40mg		Equipment defect	Label Amended
4016	01/20/17	No	Label issue-not readable	No label on vial	Bupropion XL 15		Equipment defect	Label Amended
4016	01/23/17	No	Label issue-not readable	No label on vial	Metoprolol ER 100mg		Equipment defect	Label Amended
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
3	2,053,622	0.00014	0					

Other-Packaging

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
Sub-total		Total Scripts	% of Total Scripts	Reached patient				
0		2,053,622	0	0				

Other - Replenishment

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	01/10/17	No	Other	2 cells of levothyroxine found in robot 74			Human error	Technician was notified
4016	01/10/17	No	Other	Quetiapine ER 200mg on shelf in ready status (74)			Human error	Technician was notified
4016	01/10/17	No	Other	Quetiapine ER 200mg on shelf in ready status (74)			Human error	Technician was notified
4016	01/10/17	No	Mixed contents	Dessicant found in cell	Sulfamethoxazole DS		Human error	Technician was notified
4016	01/14/17	No	Mixed contents	Dessicant found in cell	Atorvastatin 20mg		Human error	Technician was notified
4016	01/17/17	No	Mixed contents	Dessicant found in cell	chlorpromazine 25mg		Human error	Technician was notified
4016	01/17/17	No	Mixed contents	Dessicant found in cell	Duloxetine 30mg		Human error	Technician was notified
4016	01/18/17	No	Mixed contents	Dessicant found in cell	Duloxetine 60mg		Human error	Technician was notified
4016	01/22/17	No	Mixed contents	Cotton found in vial	Potassium CL 20Meq		Human error	Technician was notified
4016	01/23/17	No	Mixed contents	Dessicant found in cell	Metformin ER 50mg		Human error	Technician was notified
4016	01/23/17	No	Mixed contents	Dessicant found in cell	Montelukast 10mg		Human error	Technician was notified
4016	01/30/17	No	Mixed contents	Dessicant found in cell	Oxtellar XR 300mg		Human error	Technician was notified
4016	01/31/17	No	Mixed contents	Cotton found in Cell	Aricept 10mg		Human error	Technician was notified
4016	02/07/2017	No	Mixed contents	PV1 - Clotrimazole 10mg - Dessicant in vial			Human error	Technician was notified
4016	02/03/2017	No	Mixed contents	dessicant found in omeprazole 20mg cell			Human error	Technician was notified
4016	02/02/2017	No	Mixed contents	piece of bottle seal in cell, removed prior to cycle count	GUANFACINE 1 MG TABLET		Human error	Technician was notified
4016	02/03/2017	No	Other	2 dessicants found in cell of Omeprazole 20mg			Human error	Technician was notified
4016	02/03/2017	No	Other	sulfamethoxazole/tmp 800/160 3 dessicants found in cell when rph went to shake it			Human error	Technician was notified
4016	02/01/2017	No	Other	OLR A 2 dessicants found in cell	ATORVASTATIN 80 MG TABLET		Human error	Technician was notified
4016	02/01/2017	No	Other	OLR A 2 dessicants found in cell	MEPRAZOLE 20 MG CAPSULE (		Human error	Technician was notified
4016	02/01/2017	No	Other	pv1 plastic pieces similar to a bottle seal found in vial	IVALPROEX SOD ER 250 MG TA		Human error	Technician was notified
4016	02/02/2017	No	Mixed contents	dessicant in vial	ANUMET XR 50-500 MG TABLET		Human error	Technician was notified
4016	02/07/2017	No	Other	OLR B dessicant found in cell for esomeprazole 40 (76-231)			Human error	Technician was notified
4016	02/10/2017	No	Other	cotton found in rx vial of Acyclovir 800mg			Human error	Technician was notified
4016	02/10/2017	No	Other	cotton found in rx vial of Gabapentin 600mg			Human error	Technician was notified
4016	02/10/2017	No	Other	PV1 - KCl 20mEq - foreign object found in vial			Human error	Technician was notified
4016	02/10/2017	No	Other	PV1 - Promethazine 25mg - foreign object found in vial			Human error	Technician was notified
4016	02/07/2017	No	Other	OLR B dessicant found in cell for esomeprazole 40 (76-231)			Human error	Technician was notified
4016	02/28/2017	No	Other	OLR B dessicant found in cell when replenishing	SULFAMETHOPRIM DS TABLET		Human error	Technician was notified
4016	02/22/2017	No	Other	pv1 man count drug hair found in vial	WARFARIN 10 MG TABLET		Human error	Technician was notified
4016	02/21/2017	No	Other	foil found in Spironolactone 50mg cell when replenishing			Human error	Technician was notified
4016	02/21/2017	No	Other	dessicant found in Metformin 500mg cell when replenishing			Human error	Technician was notified
4016	02/28/2017	No	Wrong weight	Rx had piece of cotton in vial. Meclizine 25mg			Human error	Technician was notified
4016	03/12/2017	No	Other	metformin 1000mg 3 dessicants in cell on B			Human error	Technician was notified
4016	03/12/2017	No	Other	esomeprazole 40mg 1 dessicant in cell			Human error	Technician was notified
4016	03/22/2017	No	Mixed contents	pv1 man count drug foil from bottle found in vial			Human error	Technician was notified
4016	03/05/2017	No	Mixed contents	minocycline 100mg paper from stock bottle in vial			Human error	Technician was notified
4016	03/02/2017	No	Mixed contents	Depakote sprinkles 125mg; dessicant in cell			Human error	Technician was notified
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
38	2,053,622	0.00185	0					

Other - Inventory, Stocking

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	01/02/17	No	Drug wrong location on shelf	Rosuvastatin 40mg found in location for Rosuvastatin 20mg			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/06/17	No	Drug wrong location on shelf	2 bottles trifluoperazine 10mg at location for trifluoperazine 2mg			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/07/17	No	Drug wrong location on shelf	Propafenone 300mg was one shelf with Felodipine ER 10mg. Look alike bottles			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/17/17	No	Drug wrong location on shelf	Syringes in locations 132-651 and 132-631 were switched. Put away labels also on wrong boxes.			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/18/17	No	Drug wrong location on shelf	Oxtellar XR 300mg and Oxtellar XR 600mg Switched on shelf after weights and volumes.			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/21/17	No	Drug wrong location on shelf	Olanzapine found in location for guanfacine.			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/28/17	No	Drug wrong location on shelf	Rts for Trazadone 50mg in location for Gemfibrozil 600mg. Technician scanned and poured in to Genie. Corrected by RPH.			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/30/17	No	Drug wrong location on shelf	Quinapril 10mg found in wrong location on correct shelf.			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/31/17	No	Drug wrong location on shelf	Ropinirole 0.25mg count in wrong location.			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	01/31/17	No	Drug wrong location on shelf	Fluoxetine 10mg tablets found in wrong location			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	02/17/2017	No	Drug - wrong location on shelf	lecainide 100mg was found on shelf with Flecainide			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	02/17/2017	No	Drug - wrong location on shelf	lecainide 50mg was found on shelf with Flecainide			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	02/07/2017	No	Drug - wrong location on shelf	1 bottle of Trilipex 135 (74-241) found in location			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	02/06/2017	No	Drug - wrong location on shelf	ation for lithium carb 450 (75-521) and 1 bottle of			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	02/06/2017	No	Drug - wrong location on shelf	on box as 72-322 and placed on that location inste			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	02/01/2017	No	Drug - wrong location on shelf	pinirole 2 mg (77-551) in spot with guanfacine ER			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.



4016	03/10/2017	No	Drug - wrong location on shelf	ic 80mg (77-611) found on shelf with Clonidine 0.1			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	03/06/2017	No	Drug - wrong location on shelf	z 40-5-12.5 (77-751) found mixed in location with			Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
4016	03/06/2017	No	Drug - wrong location on shelf	bttles for lamotrigine 200 (74-211) found in locatio	OTRIGINE 200 MG TA		Human Error	Instructed inventory and technician staff to double check the items put away to ensure that every bottle is shelved correctly.
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
19	2,053,622	0.00092	0					

## Other - Sortation

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Reason for Error	Corrective Action
4016	01/02/17	No	Wrong tote	Rx sent to wrong store-1548			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/02/17	No	Wrong tote	Rx sent to wrong store-			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/03/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/04/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/04/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/06/17	No	Wrong tote	Rx sent to wrong store-1394			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/06/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/07/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/17/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/08/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.

4016	01/09/17	No	Wrong tote	Rx sent to wrong store-1897			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/09/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/11/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/18/17	No	Wrong tote	Rx sent to wrong store-1548			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/21/17	No	Wrong tote	Rx sent to wrong store-1183			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/21/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/21/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/21/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/21/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/22/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/25/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.

4016	01/25/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/25/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/25/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/26/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/26/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/27/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/28/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/29/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	01/29/17	No	Wrong tote	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/20/2017	No	Shipping/Packaging error	rx953908-1054 sent to store 1055			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/19/2017	No	Shipping/Packaging error	rx967857-1384 sent to store 1534			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.

4016	02/15/2017	No	Shipping/Packaging error	order 102092-1170 sent to store 1107			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/07/2017	No	Shipping/Packaging error	rx sent to 1465 instead of 1377			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/07/2017	No	Shipping/Packaging error	rx was sent to 1465 instead of 1467			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/07/2017	No	Shipping/Packaging error	rx was sent to 1465 instead of 1530			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/07/2017	No	Shipping/Packaging error	RX 680780-1160 sent to 1109 -IA			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/04/2017	No	Shipping/Packaging error	sent bag to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/09/2017	No	Wrong tote	rx for 1532 sent to 1534			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/27/2017	No	Shipping/Packaging error	rx from 1615 sent to 1509			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/23/2017	No	Shipping/Packaging error	n missed its tote somehow, was found t			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/23/2017	No	Shipping/Packaging error	Rx from 1573 sent to 1387			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/21/2017	No	Shipping/Packaging error	06 got a tote with another stores manife			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.

4016	02/21/2017	No	Shipping/Packaging error	247 was sent to store 1897 (sent to MN			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	02/23/2017	No	Wrong tote	to wrong store...store 1192 went to sto			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	2/22/2017	No	Wrong tote	Rxwent to wrong store mn 1897			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/31/2017	No	Shipping/Packaging error	rx298335-1873 sent to store 1875			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	Order 453881473 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	Order 453871473 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	Order 453481473 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	order 453781403 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	order 453861473 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	order 453971473 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/27/2017	No	Shipping/Packaging error	order 453991473 sent to 1403			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.

4016	03/18/2017	No	Shipping/Packaging error	Rx 464080-1547 sent to 1192 (Minnesota)			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/16/2017	No	Shipping/Packaging error	RX 802023-7206 sent to 7205			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/08/2017	No	Shipping/Packaging error	RX 1355290-1471 sent to 1470			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/08/2017	No	Shipping/Packaging error	RX 1344029-1471 sent to 1470			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/08/2017	No	Shipping/Packaging error	RX 1336470-7050 sent to 1092			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/07/2017	No	Shipping/Packaging error	1-20mcg tabs: Rx 731060 was placed in			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/06/2017	No	Shipping/Packaging error	RX 1131823-1271 sent to 1281			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/05/2017	No	Shipping/Packaging error	51478 was shipped to 1474 but was can			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/04/2017	No	Shipping/Packaging error	1216 and 891060-1216 sent to 1297 but e			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/03/2017	No	Shipping/Packaging error	638759-1078 sent to 1890			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/01/2017	No	Shipping/Packaging error	Rx#1622796-1065 was sent to store 1078			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.

4016	03/24/2017	No	Shipping/Packaging error	MN order 1735547060 sent to 1556			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	MN order 1735557060 sent to 1556			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	MN order 1735567060 sent to 1556			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	MN order 1735577060 sent to 1556			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	MN order 1735587060 sent to 1556			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	MN order 1735597060 sent to 1556			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	Order 1734427060 sent to 1556 MN			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	Order 1735537060 sent to 1556 MN			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	63994-1850 sent to 1033 but was canceled			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/24/2017	No	Shipping/Packaging error	RX 128342-1556 sent to 7060 MN			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/22/2017	No	Shipping/Packaging error	RX 1448406-1074 sent to 1192			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.



4016	03/01/2017	No	Shipping/Packaging error	Rx#1622807-1065 was sent to store 1078			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/01/2017	No	Shipping/Packaging error	Store received open bag MN 1548			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/30/2017	No	Shipping/Packaging error	Rx sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/28/2017	No	Shipping/Packaging error	Rx was sent to wrong store			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
4016	03/09/2017	No	Shipping/Packaging error	inate ER 25mg: store 3628 received orde			Item tipped into wrong lane at the end of the sorter machine and was not caught by two separate staff checks.	Sorter has been tuned to cause few mis dropped items. Staff were notified of the error.
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
81	2,053,622	0.00394	0					

**Other-Miscellaneous**

Store#	DateReported	Reached Patient	QRE Type	Desc	Prescription	Dispensed	Error Type	Corrective Action
4016	01/12/17	No	other	Loose cap			Mechanical error	Capper was serviced
Sub-total	Total Scripts	% of Total Scripts	Reached patient					
1	2,053,622	0.00004	0					