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ATTN: Senator Michael Cruz

Dear Senator:

They say there are always two sides to a story. After reading the CSC report and all the negative statements regarding Mr. Robert Weniger I would like to tell my side.

When I first began in the Pharmacy department seven years ago, I started as a pharmacy aide. I was trained by another pharmacy aide that was temporarily working until her husband was stationed elsewhere. Since then I was just learning bits and pieces as to what the duties of a pharmacy aide were. I can say that at that time I felt that the attitude and environment of the pharmacy department needed changes.

As the years went by the pharmacy department was still being run by an acting Director who was not even a pharmacist, she was head of the Dietary department. I could see that a lot of the work was distributed to whoever was the best. There was no accuracy in the work assignments, there was no accuracy in basically what we were all doing.

Then acting position was given to a pharmacist who for some reason allowed the pharmacy technicians and pharmacy aides to be in charge. This acting director played a lot of favoritism among the staff. Certain staff had preference in their schedule as to days off and shift preference. There were very few procedures that were consistent. Unit rounds that were to be made every hour were done at the staffs preference, possibly three, four, or five in between rounds. Calling in a half hour prior to your shift that you weren't coming in, calling in sick once a week, excessive absenteeism, tardiness, etc., was very common and was accepted by the then acting Director. Basically there were very few rules and policies that were followed or implemented. The department was run according to the needs of the staff and not to the needs of the hospital and it's patients. Yes I'll admit that I too was one of the staff that took advantage of this situation. I was just coming to work because I had a family to feed, I truly did not like the Pharmacy departments working environment. At one point I requested to be detailed elsewhere due to this. Being only detailed much to my dismay, I had to return to the Pharmacy after seven months.

There was also a situation in which I felt was totally unfair. A pharmacist who was hired and had adult ADD which did not affect her work what so ever in fact she was a very good pharmacist and quite good humored. She would often make us staff laugh as we worked along

side her. Well two years after her contract was up and it was to be renewed her renewal was denied due to the fact that some of the staff started to claim that they were afraid of her, they were afraid for their lives, the jokes she made were no longer funny but "threatening" and it caused so much fear among these staff members that they couldn't work unless she was no longer there. The then acting Director did not do a thorough investigation he just went along with the staff and had her contract denied. What is wrong with that picture?

The ever present medical shortage problem was well known to the acting director but he didn't care about following up as to what the problems were. Apparently that duty was not in his contract. As you can see, the Pharmacy was run with no basic rules or consistencies.

Then comes the hiring of Mr. Weniger. When he came in, he started to make a lot of changes, he started to implement proper procedures. Nobody liked those changes, I admit I was one of them. We all wanted the old ways, it was so much more lenient and easier why make new changes, so we started a petition to get him out. A lot of people took these changes as a personal attack on them but after awhile the list of people trying to get him out started to lessen starting with me. We decided that maybe he deserved a chance. Maybe the changes were for the better. We started to really focus on quality patient care. Rounds to the units were made hourly, sometimes every half hour, consistent procedures were put in place for the preparation and dispensing of medications, etc. Changes were also made which affected the nurses such as dispensing of narcotics. Prior to Mr. Weniger nurses were able to obtain narcotics whenever they came down and requested them but Mr. Weniger implemented a narcotic requisition which was to be faxed down with their request and they could come down in an hour after their request to pick up the narcotics. He implemented the night closets, he implemented better floor stock, he took over the Pharmacy's inventory, and he closely monitored the procurement of medications. He started running the Pharmacy in an efficient manner.

As for the discrepancies with the former staff, again there are always two sides to a story. The former pharmacists that had left did not like many of the changes especially to the schedule. They were used to staffing the Pharmacy around their needs and not to the needs of the hospital and its patients. If you have more than one job of course, you would want the schedule you need to accommodate your other jobs. There were also complaints from other staff members who weren't pharmacists. I don't know if CSC is aware that all these complainants have all had been written up for various reasons prior to their complaints. One had a file about two inches thick with employee counseling that stemmed over two former Directors and one acting Director. Mr. Weniger was the first to take her disciplinary level a step up. Was that why she felt threatened, maybe threatened that she would lose her job due to her insubordinations? One had been counseled because she left two hours earlier than her required eight hour shift without proper authorization because she had "Chest pains and heart palpitations" due to the fact that when she came in and she saw the new schedule posted she was not happy with what schedule she was given. One was a favorite of the previous acting Director and she was having such a hard time adjusting to actually doing the work that her position called for because she was never required to do any of these duties although it was in

her job description. It was a well known fact that she tended to be lazy. One staff had to have her probationary period extended due to the fact that even after adequate amount of training she still was having a difficult time performing her duties.

Senator I could go on and on but I think you can get the jest of what I am stating. The Pharmacy department has made many positive changes, we have become a department that I can say I am proud to be a part of. I no longer come to work only because I have to feed my family, I now come to work knowing my purpose in this department and being proud of it too!

Thank you for your time.


Glynnis Grace Leon Guerrero