

TO: All US Pharma Field Selling Teams  
FR: Patient First team

---

## FAQs on recently announced changes to Patient First

### What's going on?

- On Monday March 23, Jack Bailey shared that in response to feedback from the field and in support of our goal to simplify, there will be a hiatus on First Line Leader simulations planned for April and May.
- As with the simulation hiatus announced for sales professionals in December, this pause allows us to concentrate our attention on program improvements to be implemented in the second semester.
- As a result of this decision, all FLLs and sales professionals will be paid at target for Semester 1 2015.
- A CLT-led task force is in the process of looking at more comprehensive options to simplify the Patient First program, and a report-out is expected within one month. Following the report-out we will share the outcomes, which will address many of the questions you may have. **Until then, it is critical that our focus be on driving performance, and that we use the removal of the simulations to increase business performance.**
- In the meantime, the following questions are being addressed now to provide clarity on the impact of the changes announced this week.

### Q&A

#### **When will these changes be effective?**

Changes are effective immediately. Updated Plan Memos and Eligibility Rules will be provided by the end of April. This will include detailed information for all plan components as well as information on Advances.

#### **How will the elimination of the simulations impact compensation decisions?**

We will pay at target for the semester for all components of the program for all first line leaders and sales professionals, subject to eligibility and prorated based on time in role.

#### **Is there any change to COTs for the remainder of Semester 1? What about the appraisal?**

Continue to use the COT as a coaching for performance tool for the remainder of the semester.

- Leaders are expected to continue to work and coach their team with a minimum of three field visits.
- Complete three FCRs to identify and document strengths and development areas, and to provide feedback and improve performance.
- Continue to use the COTs as a guide to what is expected. The COT themes are valid and should be what leaders are coaching to.
- It is not necessary to check boxes, but use the themes and behaviors as a guide to coaching for what could be demonstrated to advance performance within Scientific Knowledge, Business Acumen and Customer Engagement.
- Leaders will not need to complete an appraisal at the end of Semester 1.

#### **What is the impact of the changes on the Manager Evaluation and Coaching report?**

There will not be a coaching and evaluation report this Semester.

#### **As BU Measures will now be paid at target, is there a change in call activity requirements related to business unit measure?**

It is critical to our business performance that we focus on driving quality customer call activity. Work with your leader to determine any changes to BU measure customer call activity based on business opportunity.

#### **What is the impact of the changes on promotions?**

We will plan to continue with the promotion cycle planned for May 2015. For the future we have a number of options to explore with Sales Leadership and will communicate decisions during semester 2.

**Should I cancel my Semester 1 simulation?**

No, we will cancel simulations centrally and you will receive an email notification.