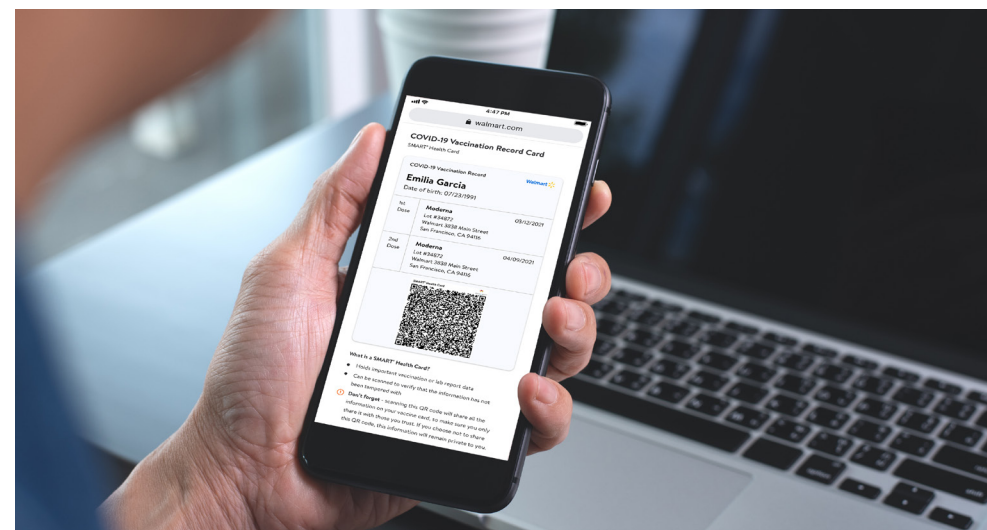
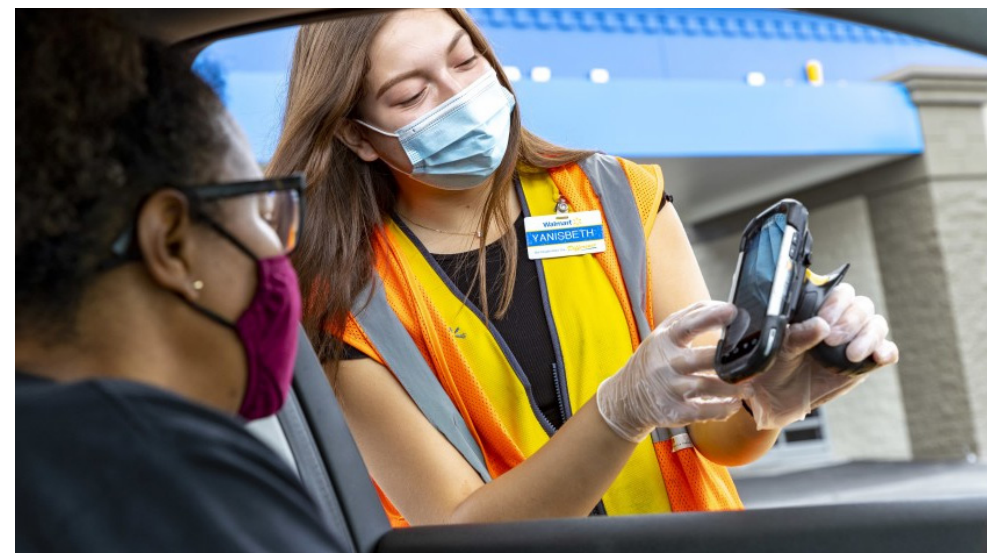


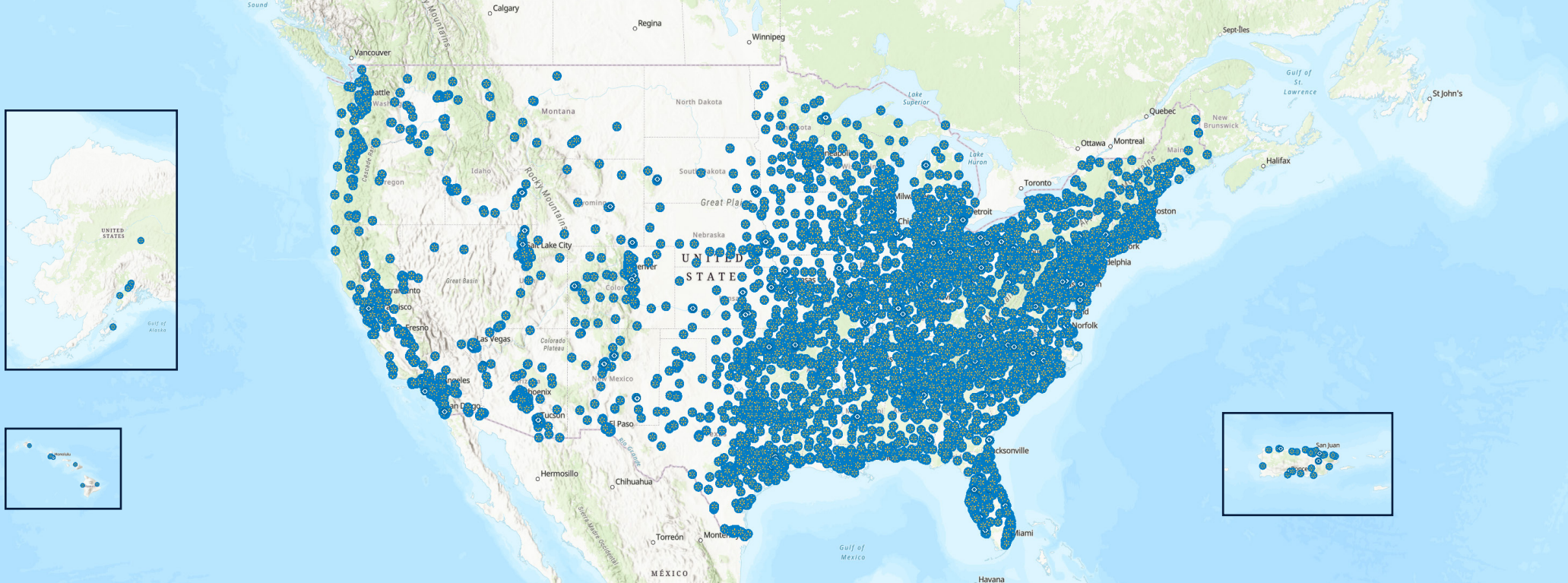


Walmart  sam's club 

Vaccination Efforts: 2021 Report

Dec. 21, 2020 – Dec. 21, 2021





Opening Statement



Dr. Cheryl Pegus

Executive Vice President of Health & Wellness

There have been very few times in our nation's history where we have confronted challenges as significant as COVID-19. It has been a trying, heart-breaking, and devastating time for so many. Fortunately, we are beginning to return to a world of hope and optimism thanks to the advent of the vaccines.

At Walmart, we have been working around the clock to do our part to administer vaccines and offer education to millions of individuals across the country. At the heart of our efforts is an all-hands-on-deck approach in reaching underserved communities where we are partnering with local non-profits, faith based organizations, local elected officials and many others to get out the vaccine.

Vaccination Timeline

Walmart administered our first patient vaccination on December 21, 2020 in New Mexico, which was also where the first Walmart associate, pharmacy clinical services manager Alexis Abbatantuono, was vaccinated. In this earliest phase of our vaccination program, we partnered with five states—Arkansas, Georgia, Louisiana, New Mexico, and South Carolina—to begin distributing the vaccine to eligible populations.

Eight weeks later, more than 1,000 Walmart and Sam's Club pharmacies in 22 states received federal vaccine allocations. Locations were selected with a focus on those that reach customers in underserved and rural communities with limited access to health care, as well as referencing the Social Vulnerability Index to select these locations. Additionally, Walmart and Sam's Club increased administering vaccinations under state allocation in 11 states, the District of Columbia and Puerto Rico.

During this time, we were also beginning to build out our concept for community events, which we would execute in conjunction with local community groups and stakeholders, businesses and organizations, and payor partners. The first community event we executed was in Chicago and focused on reaching eligible patients in parts of the city that were traditionally medically underserved. The Chicago event (see detail, right) was stood up and executed in roughly two weeks' time and served as an important model for the community- and population-centric events that we continue to execute.

Also in February 2021, Walmart was called on by the federal government to use additional vaccine allocation to stand up community events to reach some of the country's most underserved populations. With the Chicago event as a model, we used this extra allocation to create a series of community events at an initial 43 locations across 18 states, focusing on underserved communities. The initiative also reached eligible 70-year-old+ populations in partnership with community groups and payors.

Since we began administering vaccinations a year ago, our efforts have grown to encompass 51 states and territories and more than 5,100 retail locations across the country. Of the millions of vaccines Walmart has administered, 80 percent have been delivered to patients in areas that are classified by the Health Resources and Services Administration (HRSA) as "medically underserved." With eligibility across the country now extending to anyone age 5 and older, and booster vaccines for those who received their last dose at least six months ago, we continue to serve the communities where we live and work while maintaining an emphasis on reaching out to help the most vulnerable among us.



The first Walmart pharmacist to receive a vaccine in one of our facilities was pharmacy clinical service manager Alexis Abbatantuono, a 13-year associate.

Case Study: Walmart in Chicago

Mid January 2021: Chicago reached out to us in to offer allocation (1000 doses) for Phase 1a – Healthcare Workers

- The city assigned 1a cohort members by store and paired us up; demand was very weak due to minimal promotion to the impacted communities.
- The state/city then moved to 1b (essential workers, 65+) which expanded the eligible population.

January 26: Partnership and shift to manual scheduling

- Meeting with Rush Health, community leaders, as well as Aldermen, County Supervisor and the Mayor's Office led to expedited effort to schedule and communicate together to underserved communities.

January 27-28: Vaccination for 1b Cohort

- Continued communication with Aldermen and key state legislators that we had available vaccines; provided dedicated phone numbers for each location and set up "events" for maximum vaccination administration, utilizing garden centers at Supercenters.
- Health & Wellness personnel manually scheduled appointments to ensure that vaccines were going to the targeted population.

January 29-February 2:
1000 doses administered in 5 days

"I have never been a part of something so big, which took multiple divisions within our own company, competitors within our own industry and both the public and private sector to accomplish. It was such an incredible effort and story to be a part of, and we will never operate the same; we will always be better because of it."

Amanda Jenkins

Vice President, H&W Operations

Partnerships, Outreach, and Tools

Partnerships and Outreach

Partnerships have been the most effective tactic Walmart has employed in reaching underserved communities and other eligible populations with education and vaccination opportunities. These partnerships have taken multiple forms throughout the evolution of our vaccination efforts. Namely, we have partnered through vaccine equity grants, community organizations, educator groups, employers, and payors.

Vaccine Equity Grants

In February, the Walmart Foundation dedicated \$2.75 million to support organizations that are working on interventions in and with diverse communities around the United States to increase education, outreach and awareness of COVID-19 vaccines. The Walmart Foundation provided grants to the following organizations that are positioned to help address education needs around COVID-19 vaccine uptake:

- NAACP Empowerment Programs, Inc., UnidosUS
- Johns Hopkins Center for American Indian Health
- Association of Asian-Pacific Community Health Organizations
- the National Council of Asian Pacific Islander Physicians
- Asian & Pacific Islander American Health Forum
- Interfaith Youth Core
- The Conference of National Black Churches

Community Partnerships and Vaccine Events

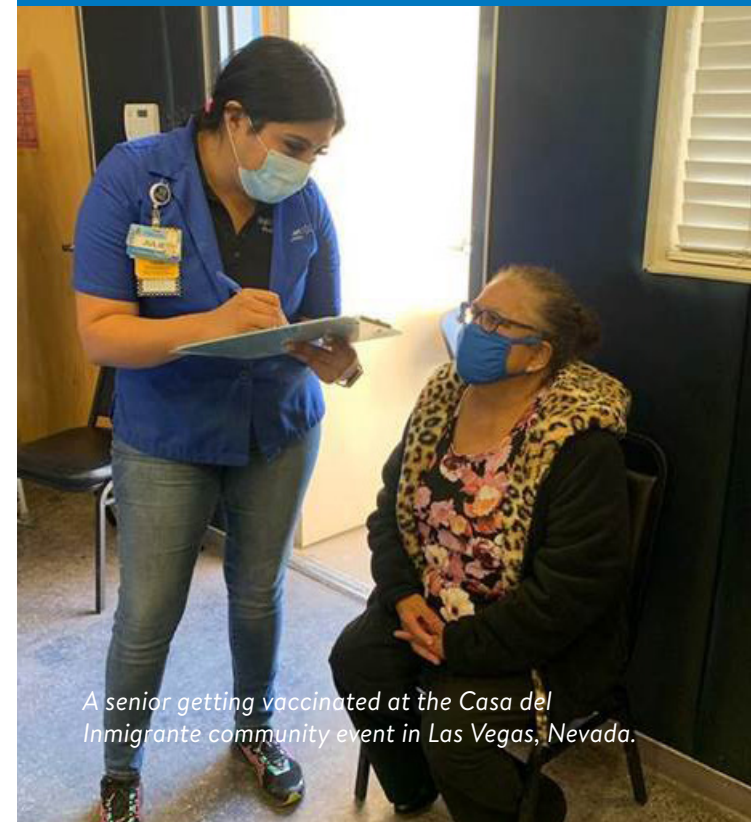
We recognized early on that trusted local voices are the most effective messengers to get people vaccinated. Through our knowledgeable Walmart field team, we identified individuals and organizations that could serve as execution partners. These partners have helped us spread the word about events, identified and provided spaces for us to vaccinate, and encouraged as many community members as possible to participate. We have now held hundreds of community events across the country with a diverse range of partners. Those partners include:

- Casa del Inmigrante/Immigrant Home Foundation, a nonprofit serving immigrants in Las Vegas, Nevada;
- the Indianapolis Urban League in Indiana;
- Jackson Housing Authority and Wishrock at the Golden Key Envision Center in Jackson, Mississippi;
- St. James Historical Baptist Church and Fellowship of Champions Church in Fayetteville, Arkansas;
- West Cobb Islamic Center in West Cobb, Georgia;
- BAPS Charities in Chino Hills, California;
- and Camino Community Center in Charlotte, North Carolina.

“While this past year has been difficult, it has brought out the best in us as health and wellness associates. We found new ways of working, new ways of serving our customers and the collaboration and teamwork with our store teams are the best I have ever seen. I could not be more proud of our associates for everything they’ve done to make a difference in our business and their communities. It has been all of us, working together as one team to change the lives of our customers we serve each and every day. Our H&W associates are a guiding example of what’s good in our company and in our country.”

Del Sloneker

SVP, Walmart+ Operations



A senior getting vaccinated at the Casa del Inmigrante community event in Las Vegas, Nevada.

We have also worked with states to meet specific needs for their at-risk populations. In New Jersey, for instance, we were asked by the state to vaccinate the developmentally disabled population. We worked in conjunction with group homes in the state to determine the number of doses needed, and then the patients came to the store to receive vaccinations.

School Outreach

We have partnered with school districts to increase vaccine awareness and immunize in areas where teachers are eligible and most at risk. Educator outreach has continued to be an important means of getting people vaccinated, but was especially helpful during the period when educators were first extended eligibility in certain states. For example, in Jackson, Mississippi, our partnership with Jackson Public Schools allowed us to vaccinate teachers and run an education campaign targeted at the most vulnerable, Title 1 schools. During this early phase, we also held vaccination events in partnership with Indianapolis School District, Dallas Independent School District, Gwinnett County Public Schools in Georgia, and Charter Schools in Chicago. We also prioritized appointments for teachers and educators at 1,400 locations from March 20-21, 2021 and March 27-28, 2021 to ensure access for this priority group

When eligibility for the Pfizer vaccine opened to include everyone ages 12+ and then again for ages 5+, we doubled down on outreach to school districts to plan events that would increase access for students and their families. This included partnerships and events like one we held in San Antonio, Texas, where high school student athletes had the opportunity to

receive their COVID vaccine while getting their sports physicals.

We also expanded our partnerships with colleges and universities to increase the vaccination rate among young people. For example, we partnered with the Miami Dade College in Florida to host vaccination events at three of their campuses around the greater Miami area.

Long Term Care Facilities

At the request of the CDC, Walmart and Sam's Club pharmacies volunteered to serve long term care and assisted living residents with booster vaccines. Before the booster vaccines were approved we already had long term care facilities (LTCF) lined up to receive onsite vaccinations. In the few weeks leading up to the booster approvals, a cross-functional team came together to create a process for scheduling, communicating and executing events for long term care residents that included overcoming unique challenges not faced before. We were able to begin scheduling clinics as soon as the boosters were approved. We have served thousands of residents in hundreds of long term care facilities.

Employer Partnerships

Walmart and Sam's Club partnered with the CDC to offer COVID-19 on-site vaccinations, education, and events to employers and external groups. In this capacity we have worked to provide vaccination events and education to large employers, including Georgia-Pacific, Tyson Foods, Toyota Motor North America Inc, and NBA/WNBA teams.

Payor Cooperation

Payors have also served as crucial execution partners for ensuring that communities have information about and access to vaccine events. We have worked with Arkansas Blue Cross Blue Shield, UnitedHealthcare, Humana, Intermountain Healthcare and others to identify eligible patients, provide outreach, and schedule appointments for patients. As a part of our cooperation with payors, we also share a weekly report of our open vaccine appointment availability in stores across the country that payors then use in outreach to their members.



“Seeing our associates step up to protect the communities they serve has been not only humbling, but also such a source of pride. As a pharmacist, this pandemic has been a situation that you hope never occurs, but we were confident that we had the expertise and training to help protect our fellow associates and community. As the most accessible healthcare professional in many communities, our pharmacy staff answered the call and we are so grateful.”

Lisa Smith

Senior Director, Clinical Excellence

Tools

Walmart has created many useful tools that have made vaccination information and appointments broadly accessible to all communities, including those that are underserved and particularly vulnerable. This has required utilizing a mix of high- and low-tech solutions to ensure that vaccine information is readily accessible, and that vaccine scheduling is equitable.

Communications and Education Support

We approached our communications and education efforts with the understanding that all communities would have different needs. With that in mind, we tailored our messaging based on the community we are trying to reach. For instance, we have created communications targeted at different groups (for example, those ages 70+) and have translated our information for patients, both in physical and digital form, into multiple languages based on the specific communities being served.

Supportive Walmart Technology

Our outreach efforts were also supported by the robust Walmart.com and Samsclub.com scheduling tool. The online scheduler helps members find locations with vaccines near them and make an appointment to get vaccinated. The websites also include answers to important frequently asked questions and information

dispelling myths about the COVID-19 vaccine. For greater accessibility, the scheduling site is available in English and in Spanish. Additionally, we realized that online scheduling may put those without consistent access to internet or an internet-connected device at a disadvantage for getting an appointment slot. For this reason, many of the events we hold—particularly in underserved or at-risk communities—are coordinated using the CVENT telephone scheduling tool. Using a scheduling system that is solely telephone-based helps to ensure greater and more equitable access to crucial vaccine appointments.

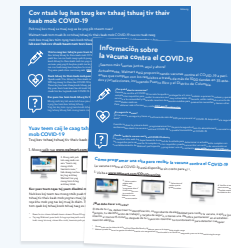
Digital Vaccine Records

Walmart announced our role in an international effort to provide standardized digital health records to people, starting with vaccine records. Customers who receive their COVID-19 vaccinations at a Walmart or Sam's Club pharmacy are offered a Digital Vaccination Record (DVR) that confirms their vaccination status.

As our vaccination efforts expanded with the addition of children's vaccinations, we have released a set of features to allow family members to add their dependents and view their DVRs on their Walmart Pharmacy account.

These features include:

- An Updated DVR landing page to allow for a customer to view theirs and their dependents' DVRs.
- Ability to view previously linked dependent's DVRs automatically upon accessing the DVR landing page.
- Ability to add dependents to your account with COVID-19 vaccine specific information
- Ability to render a DVR for pediatric patients (Pfizer Pediatric Ages 5-11)



Vaccine scheduling handouts in Hmong and Spanish.

"After 25 years with Walmart, I never cease to be amazed with how special our associates are in extraordinary environments. Since the beginning of the pandemic, I have had the privilege to work with so many great associates and teams who have worked diligently to support our store associates and the communities we serve. Seeing all our associates focus on the safety of each other, the wellbeing of our communities and rising to every challenge during the pandemic and especially successfully administering millions of vaccines, makes me very proud to be part of this company and a Walmart associate. It has been a truly humbling experience."

Davin Biram
Vice President, US Operations

Get Out The Vaccine (GOTV)



COVID-19 Vaccine Event for Walmart Supply Chain associates, Arkansas

In an effort to increase vaccination uptake, we designed a “Get Out The Vaccine” plan modeled after a full-stakes “Get Out The Vote” campaign—with distinct strategies for grassroots and community partnerships, corporate partners, internal operations, media, and surrogates. The overarching goal of this campaign was to support goals to get the majority of eligible US population vaccinated.

We have had to adapt our efforts to reach people with vaccine education and availability as circumstances have changed. Expanded eligibility—first to those ages 12 and up and then to those 5 and up—as well as the authorization of booster shots has required us to constantly adapt to reach new segments of the population. At the same time, we have remained focused on reassuring those who are vaccine hesitant of the safety and necessity of getting vaccinated. With that in mind, the GOTV plan aims to reach as many diverse segments of the population as possible with messaging and events geared toward making the COVID-19 vaccine accessible and approachable.

Grassroots and Community Partnerships

Our GOTV campaign leverages the community partnerships model we have already used widely. Both through expanding our relationships with existing partners and using the partnership model to work with new partners, we continue to bring vaccine events

and education to diverse communities across the country. In doing so, we ensure that our outreach efforts continue to reassure people that the vaccines are safe, effective, and necessary to protect our communities.

Complementary to Walmart’s existing mobile vaccine tour schedule, we have also held community events in many of the tour locations to encourage attendance and participation in our vaccination events. This has included, for example, working with Aldermen in Chicago to get their constituents to attend and spread the word.

On-and Off-site Clinics

To ensure we are serving as many populations as possible, we are offering vaccination clinics in several different models to suit each community’s unique needs. These models include:

- Events in our pharmacies at Walmart and Sam’s Club
- Events in former stores
- Events in parking lots
- Drive-thru events

In Las Vegas, for example, we partnered with Telemundo on a telethon to raise awareness of an off-site clinic we were holding and to encourage the vulnerable and underserved Latino community in the area to come out and get vaccinated. Nevada Governor Steve

Sisolak and Attorney General Aaron Ford visited our clinic to support our efforts and to thank the Walmart team present that day. We also brought awareness to the event through a press conference with the Mexican Consulate and El Salvadorian Consulate, and had several local news outlets present to help us get the message out. Volunteers from Clark County’s *Esta En Tus Manos*, a local organization who partnered with us on execution of the event, were stationed at five of our locations, spreading the word that we are vaccinating in-store every day and at our off-site clinic that weekend. As a result, we delivered over 1,200 first doses and nearly 800 second doses in one weekend—a nearly 6X increase on the amount of vaccines we had been administering.

As eligibility and circumstances changed throughout the year, our mobile clinics proved to be an important asset that allow us to meet populations where they are. These clinics require only 50 x 100 ft of space—roughly the size of a basketball court—and contain all of the necessary stations and equipment to set up a fully functional vaccination event. With each pharmacist/tech administering a vaccine every five minutes, and four stations set up for patients, this results in roughly 50 shots per hour. Over a seven-hour clinic, this means we can deliver 350 vaccines per day with a mobile clinic.



Health & Wellness Mobile Tour

In addition to our mobile clinics, Walmart has built out mobile vehicles that tour the country to educate policymakers and community leaders about our health & wellness offerings and priorities. This includes providing access to COVID-19 vaccination and boosters, as well as some of the many other vaccinations that Walmart and Sam's Club offer—including influenza, shingles, and tetanus. We are also able to provide basic health screenings to those who visit our mobile units.

Beyond providing vaccinations and health screenings, these mobile units are stocked with information about Walmart's many health offerings—from optical and hearing screenings, to our telehealth services. The Health & Wellness Mobile Tour stops also offer us the opportunity to share our perspective on policy matters that are important to us. This includes our work around opioid stewardship and naloxone training, access to affordable health care and prescriptions, and our support for expanding scope of practice to allow our pharmacists to better serve our communities.

At a recent visit to the National Conference of State Legislatures (NCSL) conference in Tampa, Florida, we were able to offer vaccinations, vision screenings, and glucose and cholesterol screenings to the nearly 600 state-level elected officials and hundreds of staff members in attendance. During our two days at the conference, we provided nearly 120 vaccinations (COVID-19 and flu), 60 vision screenings, and 30 health screenings.

Corporate Partners

In support of our GOTV campaign, we also continue to expand our corporate partnerships and to look for new corporate partners who will assist us in our education and vaccination efforts. Large regional and national corporate partners help us amplify our message, lend credibility to the work we're doing, and assist with the logistics of standing up and executing community vaccination events. In addition to impacting communities, we work with corporate partners to make sure that their employees are vaccinated as well.

One such partnership was with the NBA and WNBA. Beginning in March 2021, and in the weeks afterwards we built out substantial internal and community offerings for many team organizations. This included vaccinating the staff and household members of both the Miami Heat and American Airlines Arena, along with 500 members of the community at a nearby store.

With the WNBA, we built out vaccination events for all interested teams. In this collaboration, we vaccinated teams and coaches and also hosted community events in partnership with Black Women's Health Imperative to vaccinate local members of the community in underserved areas.

We also formed a partnership with the NHRA and NASCAR to vaccinate racing fans in Georgia and North Carolina. NHRA six-time

World Champion and Top Fuel Driver Clay Millican was identified as an enthusiastic ambassador for getting vaccinated, and after connecting his team at Stringer Racing with Walmart Health & Wellness we built out a series of engagements including mobile vaccination events at NHRA and NASCAR races in Georgia and North Carolina. There were also Walmart-branded race vehicles at both events as well as "hero cards" passed out that included a QR code that takes people directly to the Walmart vaccination registration webpage.

At the NHRA Southern Nationals in Commerce, Georgia, we had Walmart pharmacists on site to vaccinate attendees. Clay Millican signed autographs and talked to fans about the benefits of getting vaccinated. Georgia Governor Brian Kemp also stopped



"Through this experience I've seen that if you set a high bar with an extraordinary team, we can truly move mountains. This team has maintained their focus on safety and quality service for our patients while moving faster than we ever have before. It has been incredible to see their ingenuity and problem solving on a day to day- sometimes hour to hour- basis. In the midst of all the hard work, the hundreds of individual stories of patients with tears of relief and gratitude because they finally feel safe to visit their families have been the proof of our associates' phenomenal impact."

Sherri Keeth

Senior Director, Sam's Club Health & Wellness



NASCAR driver Justin Haley and NHRA racer Clay Millican with the Mobile Wellness Team at the NASCAR Coca-Cola 600 in Charlotte, North Carolina.

by to tour the Mobile Wellness Clinic and thanked the Walmart team for the work they were doing to get Georgians vaccinated.

We joined forces with NASCAR to host a similar Mobile Wellness Clinic at the NASCAR Coca-Cola 600 in Charlotte, North Carolina. At this event, we worked with racer Justin Haley in addition to Clay Millican to gain awareness around the vaccine.

Government Partnerships

As cities and states work to reach vaccination goals, Walmart is acting as a partner in delivering and incentivizing getting the

vaccine. In support of the White House's National Month of Action in June, for example, Walmart partnered with the U.S. Conference of Mayors to hold vaccination clinics in participating cities across the country, including Albany, New York; Atlanta, Georgia; and Greenville, South Carolina. On a more local level, we partnered with Dallas Mayor Eric Johnson and the Dallas Foundation to contribute to a citywide raffle that would aim to incentivize Texans in the Dallas area to get the COVID-19 vaccine.

"I couldn't be more proud of our Walmart and Sam's Club associates. Our Health & Wellness associates did not hesitate to go into their communities to run hundreds of offsite clinics to ensure everyone could get access to a COVID vaccine. With 80% of our pharmacies located in HRSA-designated medically under-served areas, their work and willingness to go above and beyond was critically important to helping ensure the health and safety of their neighbors and each other."

Lori Flees

SVP, Walmart

"I am so honored to be a part of Walmart's response to supporting communities recover from the COVID pandemic. I am truly amazed by our store teams and the level of care they provided over the last year! On a daily basis I would hear stories of our associates delivering world class care to their patients that inspired me to deliver more to them. To see how the entire company embraced and supported this mission was a highlight in my career. This was truly Walmart Inc. delivering our mission statement versus a Walmart H&W initiative and I will never forget the total company efforts to protect a nation!"

Jason LaFave

Regional H&W Director

“Supporting the COVID-19 vaccine program from initial discussions to administration in pharmacies across our fleet allowed me to experience the size and scale of our company firsthand. It was extremely rewarding to see Home Office teams and our field operational teams come together and ultimately deliver in serving millions of customers in a time when they needed us most.”

Jaclyn Ochsner

Senior Manager,
Strategy and Innovation



Justin Haley's No. 77 car at the NASCAR Coca-Cola 600 in Charlotte, North Carolina

Internal Operations

Part of the GOTV plan is also to leverage our external communication channels to target specific populations with messaging that resonates. One example of this is updated in-store signage in multiple languages and with photographs representing diverse communities. By making this inclusive signage available, stores can choose to display

materials that they feel will resonate most with the communities that they serve.

Surrogates

We have also worked to identify surrogates that will have credibility with diverse populations throughout the country. We have used internal and external surrogates—primarily medical professionals—throughout the past year to deliver messages about the

safety, efficacy, and necessity of the vaccine. For example, NHRA drag-racing champion Clay Millican is a vaccine proponent and wants to combat hesitancy among his fanbase. We have worked with Clay to increase awareness of Walmart's vaccine offerings, and to spread the message that getting vaccinated is an act of caring for your community.

Communications

Both our internal and external communication efforts have similar goals. The most overarching of these goals is that we aim to provide facts, insights, and myth-busting around the COVID-19 vaccine to educate customers and associates so they can make an informed decision about getting vaccinated. In pursuit of this goal, we have promoted and positioned Walmart and Sam's Club executives and pharmacists as trusted experts and utilized CDC, FDA, and other third-party sources to promote the safety and efficacy of the vaccine. We hope that these efforts have allowed us to connect with diverse and underserved communities within the Walmart family.

Internal Communications

The primary focus of our Associate Education Communications Plan is to leverage a team of Vaccine Ambassadors from across the Walmart Inc. family to help share information, personal insights, and encourage participation in vaccination efforts in America by connecting with different communities in our enterprise.

In support of these aims, we:

- Developed an ongoing cadence of conversation with all associates that reflects our culture of diversity and inclusion;
- Continue to leverage stories from vaccine ambassadors to reinforce our messaging; and
- Have created assets (photos, b-roll), key stats, learnings and anecdotes to bring these stories to life via various channels such as blog posts, OneWalmart, Walmart World, Workplace, The Scoop, The Rundown, Walmart Radio, The Huddle, etc.

We also empower our associates with a number of internal communications tools, which we update regularly. These include: weekly, store-level communication about local availability of vaccines; frequently asked questions; regular updates from a variety of H&W experts; myth-busting videos on the vaccine; and communications via blogs on our corporate site.

External Communications

Our external communications efforts leverage in-store, local, and national opportunities to reach our education and vaccination goals. These efforts include:

- Hyper-local media outreach on vaccine appointment availability, scheduling information, and additional updates to keep vaccines top-of-mind.
- Local news and radio interviews with Market Health & Wellness Directors, pharmacists, and other vaccine ambassadors.
- Press releases on community vaccination events.
- Corporate site updates (www.corporate.walmart.com/covid-vaccine) in English and in Spanish that include news, blog posts, and press kits.
- National media outreach via press releases, stories in key publications, and broadcast outlets.
- In-store efforts, including community-specific signage, Walmart radio spots, and in-store PA announcement from pharmacists on vaccine walk-up appointments.



Message Testing

Once vaccination rates began to slow, we realized we would have to tailor our messaging to combat any skepticism that may exist amongst those who had not yet been vaccinated. To this end, we conducted a message testing pilot in rural Kentucky to see what messaging would help convince people to get vaccinated.

We targeted five rural counties in Kentucky (Christian, Lewis, Robertson, Todd, and Spencer) with vaccine rates barely over 20% to see if we could eliminate some of the friction points between residents and receiving the vaccine.

What we found is that while there is real hesitancy, there is also interest in receiving more information as part of the decision-making process.

Press and Reputational Impact

The general impression of Walmart's vaccination efforts in the media has been favorable, and this has been further compounded by reporting on the positive experiences of those who have gotten vaccinated at our locations. In addition to organically generated press, we have been strategic about targeting press and publication opportunities that will continue to lend medical and scientific credibility to our approach to developing our COVID-19 vaccination program.

JAMA

Dr. Cheryl Pegus, Executive Vice President of Health & Wellness at Walmart, worked with two other medical doctors from Humana to author [a study](#) about the importance of utilizing cross-industry partnerships to prevent systemic disparities in vaccine uptake. This study was published on the highly-

respected The Journal of the American Medical Association (JAMA) Health Forum platform. Specifically, the study focuses on the first-of-its-kind collaboration between Walmart and Humana in Montgomery, Alabama, that was successful in getting vaccinations to vulnerable and underserved populations.

Health Evolution

Dr. Pegus also participated in a virtual summit held by health industry convenor [Health Evolution](#), where she spoke about Walmart's internal efforts to educate and empower associates on vaccinations, as well as our approach to getting vaccines to underserved communities.

WebMD

In February, Dr. Pegus was [featured on an episode](#) of WebMD's online show, "Coronavirus in Context" in conversation with WebMD's chief medical officer, John Whyte. In this interview, Dr. Pegus spoke about Walmart's COVID-19 response and also provided a broader look at the health & wellness offerings that Walmart provides to support the health and wellbeing of our communities.

CDC Roundtable

Dr. Pegus represented Walmart at a high-level roundtable that focused on COVID-19 responses to disproportionately affected

populations. This roundtable gave Dr. Pegus the chance to describe Walmart's focus on getting vaccines out to medically underserved and at-risk communities.

Duke Margolis Center White Paper

Walmart was also featured in a [white paper](#) published by the prestigious Duke Margolis Center for Health Policy, which used contributions from multiple Walmart team members working on the COVID-19 response. The paper examines the use of public-private partnerships to support efficient and equitable COVID-19 vaccine distribution, access, and uptake. Walmart is spotlighted in a case study examining our successful partnerships with community organizations to distribute vaccines to vulnerable populations.

"Walmart is the health care service in some rural communities, they come to pharmacies and that is where they receive most of their services, but it is not enough. Success in underserved communities requires an understanding of what the gaps are in those communities."

Dr. Cheryl Pegus
Health Evolution



Our Associates

This report would not be complete without underscoring the unfailing generosity, hard work, and dedication of our associates across the country. They are no doubt the most important asset we have had in tackling the challenges of the past year. We have asked a lot of our associates in standing up and executing vaccination clinics for the past year, and we can say with resounding confidence that they have risen to the occasion. The past year has been challenging for everyone in different ways, but being able to be a part of something that is materially impacting the health and wellbeing of our communities has been incredibly uplifting.



Pharmacy team at Bradenton, Florida location.

A recent story that illustrates the ingenuity and dedication of our associates comes from Bradenton, Florida:

“*Our pharmacy manager received a phone call from a sign language interpreter for a patient that is deaf, who was having difficulty signing up to receive a vaccine despite being eligible. The pharmacist informed her that he had the ability to hand schedule appointments for patients with disabilities, and that the patient could come in immediately for a vaccine. The patient came in and was thrilled that a solution to her frustrations had been found so efficiently.*

In Bradenton, there is a large deaf and hard of hearing population. As a result of the positive interaction between this initial patient and the pharmacist, the patient informed other members of the community and an additional four patients came to Walmart and were provided vaccinations. They were thrilled to finally receive vaccines.

One of the pharmacy technicians at the Bradenton location had hearing problems as a child and is fluent in sign language. She now plans to get certified to communicate with sign language so she can help this patient population at our pharmacy going forward.”

We are incredibly proud of this team—and all of our associates across the country—and grateful to them for serving their communities with such care during a difficult time.

Acknowledgments

The efforts of the past year would not have been possible without the tireless work and dedication of our internal leaders. Special thanks go to the following groups and individuals for their outstanding contributions:

All Walmart and Sam's Club Pharmacists, Pharmacy Techs and Pharmacy Staff

All Walmart Vision Center associates

Walmart and Sam's Club Market Health & Wellness Directors

Walmart and Sam's Club Regional Health & Wellness Directors

Digital Strategy & Brand Engagement Team

Global Communication Team

Global Technology Team

Marketing Team

Product Organization

Public Affairs Team

Aaron Rios
Alexander Cribley
Amanda Jenkins
Amy Hill
Asia Simonians
Audra Myers
Baron Lowe
Becca Colberg
Becky Dedman
Brandon Smith
Brooke Mueller
Bruce Harris
Chad Donath
Charles Crowson
Chase Tracker
Chelsea Mitchell
Chinni Pulluru
Chris Kollasch
Christine Sinnott
Cicely Vaughn
Colin Brainard
Courtney Paulson
Davey Lavergne

David May
Davin Biram
Deanna Seiler
Debbie Herron
Del Sloneker
Diana Dass
Donna Barnett
Emilee Miles
Eric Berger
Eric Brewer
Erica Streyle
Gerard Dehrmann
Heather Lopez
Jaclyn Ochsner
James Johnson
Jason LaFave
Jason Wong
Jeanine Jiganti
Jeff England
JoAnn Stevens
Joe Certo
Joe Schrauder, Jr
John Lacy

John McDowell
John Wig
Jon Freshman
Jonathan Leonard
Justin Ducharme
Karen Sorenson
Karissa Price
Kevin Host
Kevin Thompson
Kim Frazier
Kimberly Hampton
Laura Ladd Poff
Lee Anne Mills
Linne Fulcher
Lisa Smith
Lisa Thornton
Lori Flees
Lou DiPalma
Lupe Govea
Marilee McInnis
Marissa Kargas
Mark Kuehn
Matthew Broome
Matthew Holt

Michael Burke
Michelle LeClerc
Michele Pagel
Mike Sapoznik
Nemish Shah
Nick Infante
Nikki Ulrich
Ranita Findlay
Rebecca Thomason
Richard Holt
Rick Hammond
Robin Bellomy
Roger Schultheis
Sam Meraj
Sheraz Sheikh
Sherri Keeth
Stacy Zulueta
Stephen Carter
Tim Koch
Tom Van Gilder
Tyler Thomason
Walter Smith
Wendy Johnson
William Cook





Conclusion

The past year has been full of challenges and opportunities. The knowledge and experience we gained during this time has positioned us well to succeed in the coming months as we inevitably encounter new challenges. In rising to the needs of the moment, Walmart and Sam's Club have positioned themselves as reliable federal partners, trustworthy community members, and respected leaders in the Health and Wellness industry.

Walmart  sam's club 

The collective efforts of everyone who has worked on our COVID-19 vaccination program have ensured that we are prepared and enthusiastic to tackle the needs of the coming months and beyond.