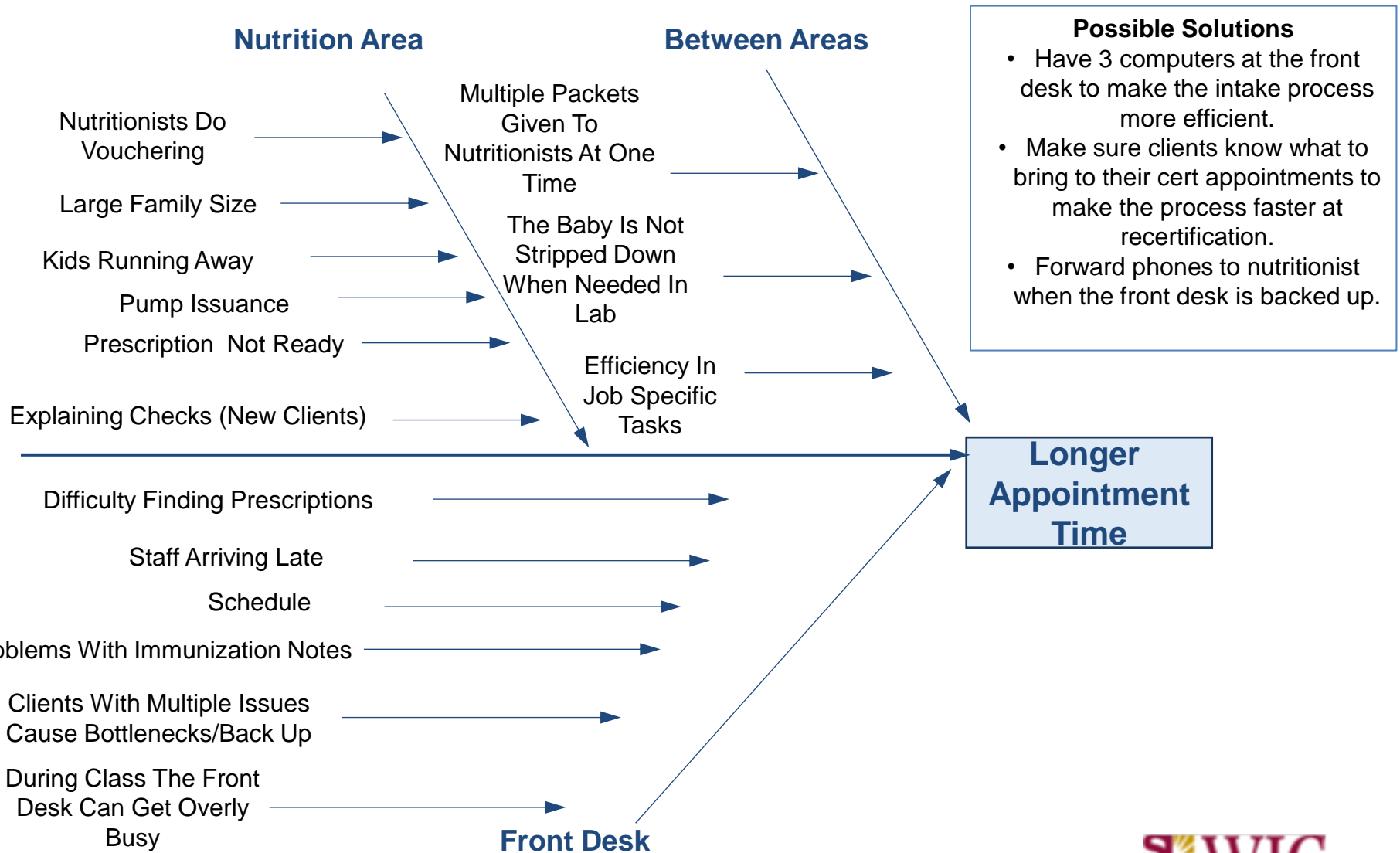


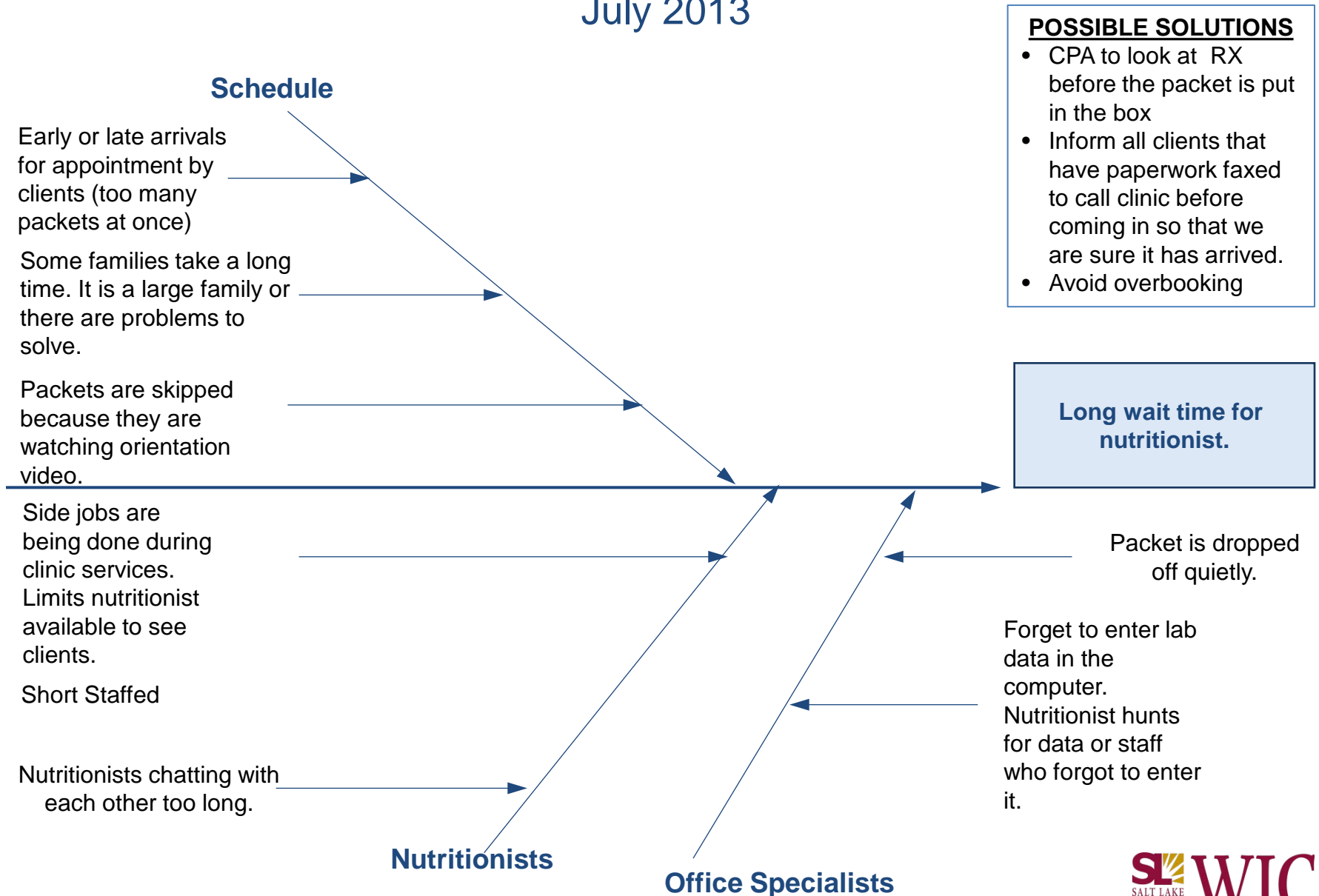
CAUSES OF LONGER APPOINTMENT TIME

City WIC Clinic – June 2013



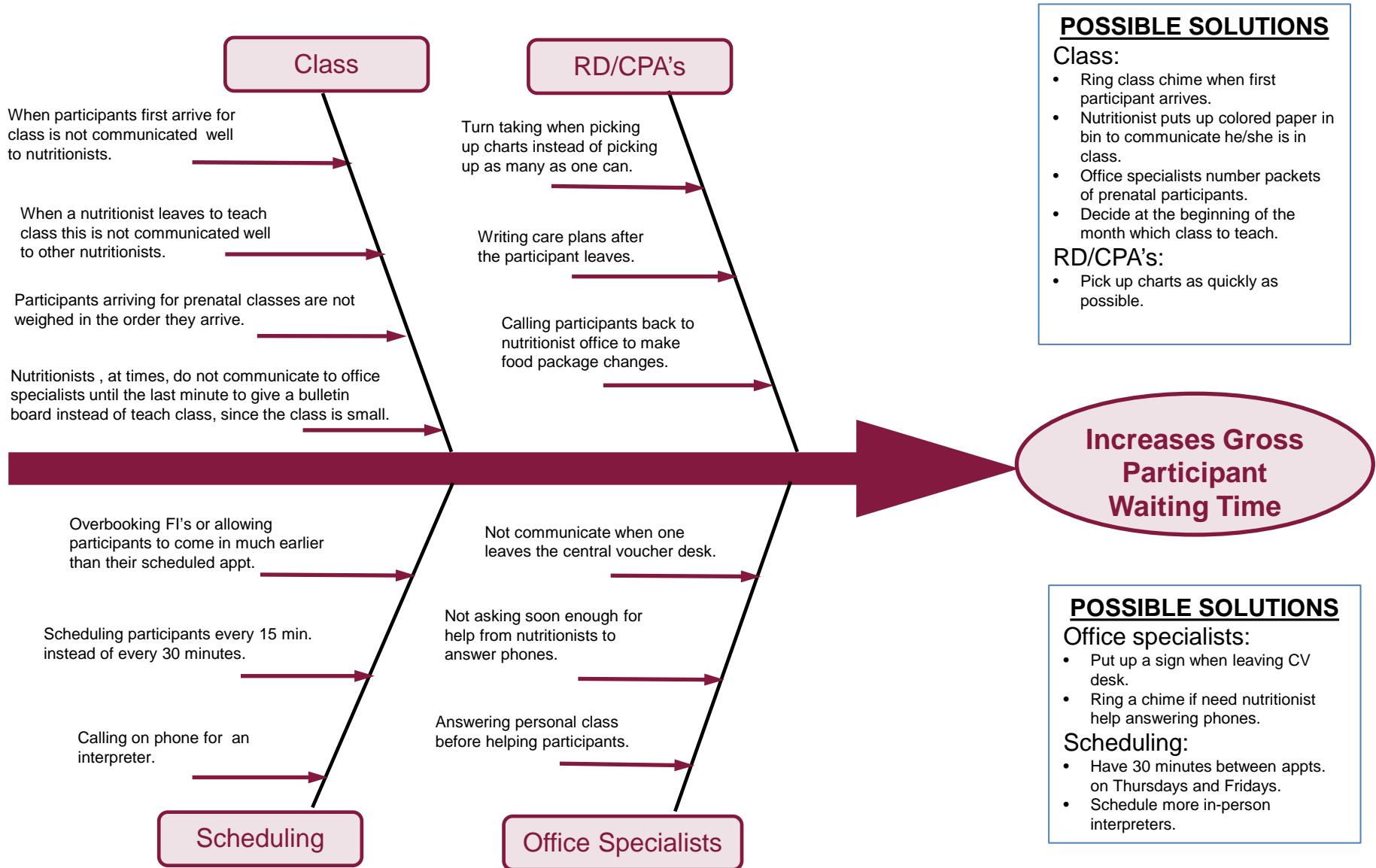
Ellis

July 2013



Causes for Increased Participant Gross Waiting Time

Rose Park WIC Clinic 2013



POSSIBLE SOLUTIONS

Class:

- Ring class chime when first participant arrives.
- Nutritionist puts up colored paper in bin to communicate he/she is in class.
- Office specialists number packets of prenatal participants.
- Decide at the beginning of the month which class to teach.

RD/CPA's:

- Pick up charts as quickly as possible.

Increases Gross Participant Waiting Time

POSSIBLE SOLUTIONS

Office specialists:

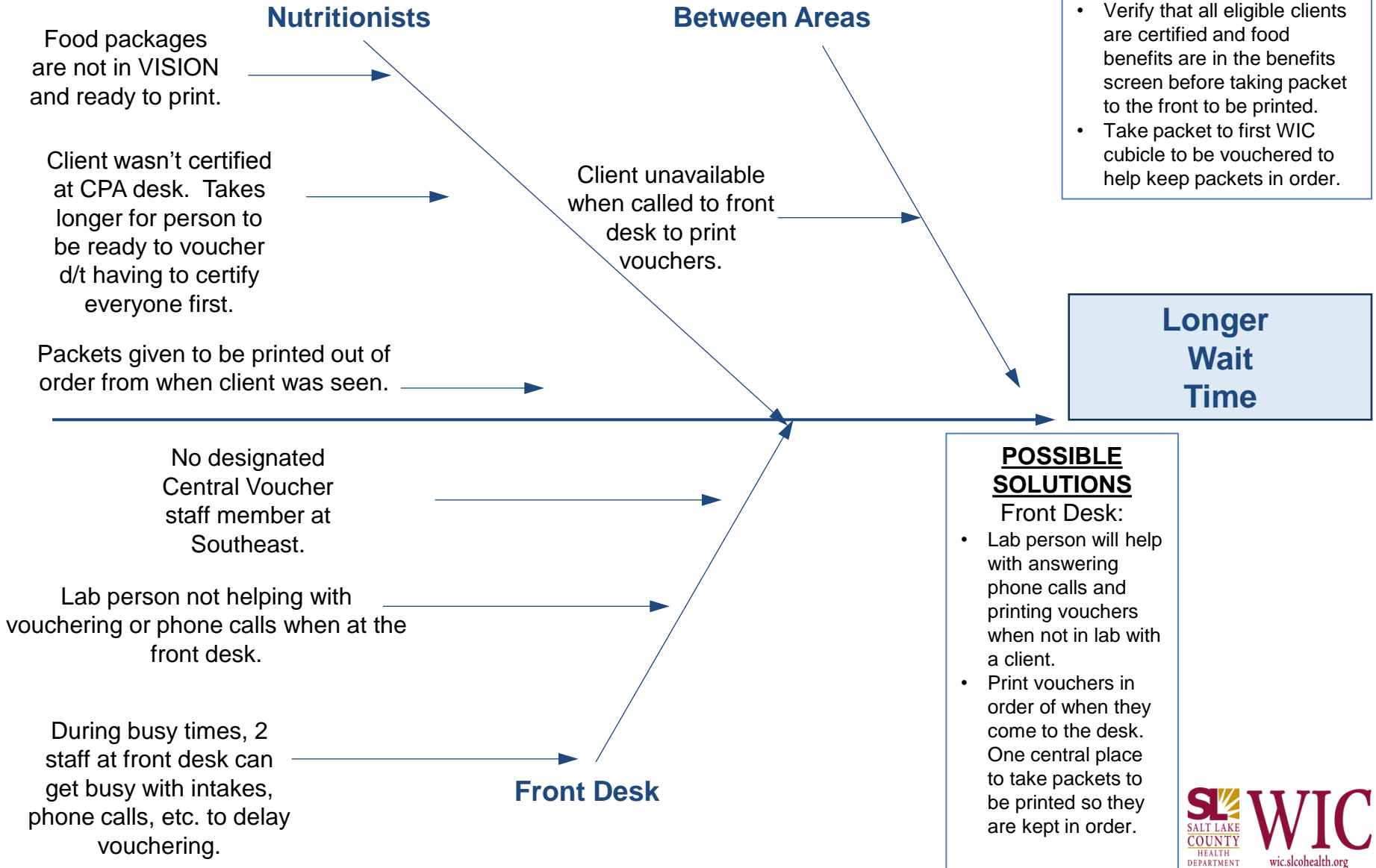
- Put up a sign when leaving CV desk.
- Ring a chime if need nutritionist help answering phones.

Scheduling:

- Have 30 minutes between appts. on Thursdays and Fridays.
- Schedule more in-person interpreters.

CAUSES OF LONGER WAIT TIME FOR VOUCHERING

Southeast WIC Clinic – July 2013



Southmain Root Cause Analysis

July 2013

Overbooking
Short staffed

Scheduling

Possible Solutions

- Have a CPA look at an Rx before the packet is put in the box
- Tell all clients having paper work faxed to call our clinic before coming in to make sure it arrived.
- Avoid overbooking.

Long clinic wait times for FI Appointments.

Incomplete paperwork

Prescriptions are incomplete

Unprepared clients

Transfer clients don't have paperwork (VOCs, ID, proof of address)
Clients don't bring in prescriptions or don't have them faxed first

West Jordan Wait Times-Recertifications

Ppt's do not have proofs

Process without vouchering

Reschedule

PPT-Obtain proofs while

Unscheduled Formula Changes

Don't send client away without and appointment

Note that it is walk in so help clients with appointment first.

Explaining Food Card

CPA/Office staff communication

Consistency by using Cheat Sheet

Large Families

Note large family in Schedule

Delete one open appointment

Limited Space (Only one Lab/Restroom)

Call next family if first is not prepared

New wall toys, surplus toy table

Second Height board

- *Offer referrals
- *Add additional height board for those just needing ht/wt
- *Assist those with appt first
- *Don't allow ID packets to pile up out front or in lab

Decrease WIC ppt wait by ten minutes

Help clients in clinic first

Timely answering of messages

Reception phones ringing

Referral sheet for

Smile, Offer Stickers, Pronto Machine,

Decorate Lab to make inviting

Child's fear of Lab

Next chart while waiting for infant

Complete Cert process first if able

Breastfeeding Consults

Allow time for questions

Appropriate referral

First priority is client gets needed help

Client Questions

Welcoming environment

Assist with belongings

Greet and thank for coming

Customer Service (Fred Factor)

- *Continue Fred Factor
- *Allow phones to go to voicemail and help those in front of you
- *Make note in appt slot if large family
- *Don't overbook