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# Project Title: WIC Clinic Wait Times SCHD Quality Improvement Training, 2010-2011

Project Manager: Alyson Taylor

Team Members: Sandy Lewis, Socorro Lozano, Jason Ybarra

## PLAN

### Identify an opportunity and Plan for Improvement

#### 1. Getting Started

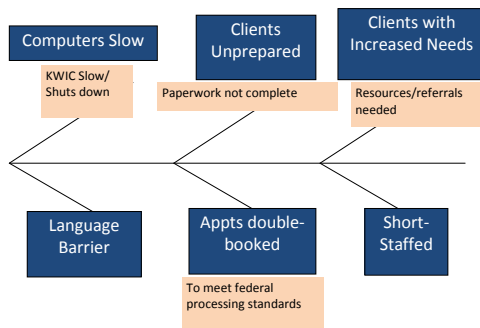
Team members were tasked with reviewing WIC clinic wait times and identifying areas for improvement.

#### 2. Assemble the Team

Project team members were from several different programs within the health department: WIC (2), Healthy Babies (1), and Health Protection and Promotion (1).

#### 3. Examine the Current Approach

The overall flow of the WIC clinic was reviewed and discussed. The project team brainstormed possible causes for increased clinic wait times.



One area that WIC clients have communicated as an area of frustration is the additional wait times that occur if their paperwork is not complete prior to their scheduled appointments. This was also identified as a cause of increased wait times by WIC clinic staff.

#### AIM Statement

To provide standardized reminder calls to all WIC clients one day before their scheduled appointment to increase client preparedness for appointment.

#### 4. Identify Potential Solutions

- Develop a script for WIC clerical staff to use when making reminder calls to clients.

### STANDARDIZED REMINDER CALLS

*When calling a client to remind them of their appointment, we need to make sure these key points are being said.*

*State what kind of an appointment it is and who it is for. Example: NC/RC/MC. Tell them the time of their appointment and what Clinic it is.*

*Remind them that they need to have the questionnaires fully completed.*

*\*Ask these questions:*

*a) Have you received your questionnaires in the mail or handed to you at your previous appointment?*

*b) Do you have your questionnaires completed?*

*c) If not, then ask if there is anything you can assist them with at that time. Remind them that they need to have all the proofs with them.*

*Remind them that they need to bring in the child(ren).*

*If the client states that they do not have the questionnaires, please advise them that they need to come in 15-30 minutes before their appointment time to complete them. Or tell them they can come by the office to pick-up the questionnaires so that they can be completed by their appointment time the next day.*

- Provide training to WIC clerical staff on the reminder calls.

#### 5. Develop an Improvement Theory

If Clients receive a standardized reminder call informing them of the time of their appointment and necessary documentation to have completed then the clients will arrive on time better prepared for appointment. This will result in decreased wait times.

## DO

### Test the Theory for Improvement

#### 6. Test the Theory

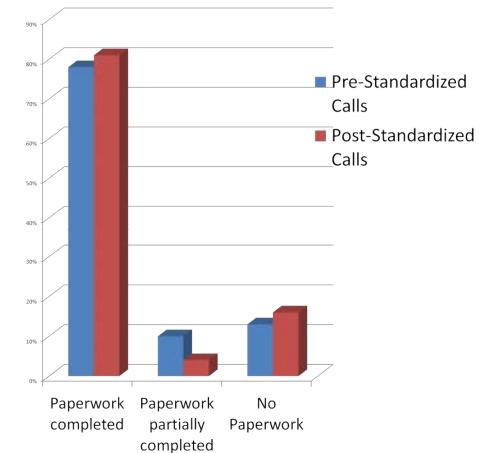
WIC staff developed a script for a standardized reminder call to be used for clients. A staff training was conducted with clerical staff and the standardized reminder calls were implemented. Client paperwork was tracked pre- and post-reminder call implementation to look for any changes.

## Study

### Use Data to Study Results of the Test

#### 7. Study the Results

Client paperwork was tracked for a 3 day period during a time when clients were not receiving standardized reminder calls. WIC clerical staff were later trained to use a script that was developed for the standardized reminder calls and began using this script when calling clients. Client paperwork was again tracked for a 3 day period during the time that clients were receiving the standardized reminder call.



## ACT

### Standardize the Improvement and Establish Future Plans

#### 8. Standardize the Improvement or Develop a New Theory

a. Data suggests that providing standardized reminder calls to all WIC clients prior to their scheduled appointments may not be a productive use of time.

b. Paperwork compliance may require more extensive efforts on WIC staff involving relationship building with client.

c. Evaluating compliance based on the type of client (eg. new client vs. recertification) may provide more insight to paperwork compliance barriers.

#### 9. Establish Future Plans

Possible plans for future projects could include:

- reviewing the overall flow of the WIC clinic to determine other areas of improvement for decreasing wait times
- review processes and wait times at other WIC sites