CAUSES OF LONGER APPOINTMENT TIME
City WIC Clinic – June 2013

Nutrition Area
- Nutritionists Do Vouchering
- Large Family Size
- Kids Running Away
- Pump Issuance
- Prescription Not Ready
- Explaining Checks (New Clients)

Between Areas
- Multiple Packets Given To Nutritionists At One Time
- The Baby Is Not Stripped Down When Needed In Lab
- Efficiency In Job Specific Tasks

Possible Solutions
- Have 3 computers at the front desk to make the intake process more efficient.
- Make sure clients know what to bring to their cert appointments to make the process faster at recertification.
- Forward phones to nutritionist when the front desk is backed up.

Front Desk
- Difficulty Finding Prescriptions
- Staff Arriving Late
- Schedule
- Problems With Immunization Notes
- Clients With Multiple Issues Cause Bottlenecks/Back Up
- During Class The Front Desk Can Get Overly Busy

Longer Appointment Time
Long wait time for nutritionist.

Schedule

Early or late arrivals for appointment by clients (too many packets at once)

Some families take a long time. It is a large family or there are problems to solve.

Packets are skipped because they are watching orientation video.

Side jobs are being done during clinic services. Limits nutritionist available to see clients.

Short Staffed

Nutritionists chatting with each other too long.

POSSIBLE SOLUTIONS
• CPA to look at RX before the packet is put in the box
• Inform all clients that have paperwork faxed to call clinic before coming in so that we are sure it has arrived.
• Avoid overbooking

Packet is dropped off quietly.

Forget to enter lab data in the computer. Nutritionist hunts for data or staff who forgot to enter it.

Nutritionists

Office Specialists

Side jobs are being done during clinic services. Limits nutritionist available to see clients.

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Short Staffed

Nutritionists chatting with each other too long.
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.

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.

Increases Gross Participant Waiting Time

Class
- When participants first arrive for class is not communicated well to nutritionists.
- When a nutritionist leaves to teach class this is not communicated well to other nutritionists.
- Participants arriving for prenatal classes are not weighed in the order they arrive.
- Nutritionists, at times, do not communicate to office specialists until the last minute to give a bulletin board instead of teaching class, since the class is small.

RD/CPA’s
- Turn taking when picking up charts instead of picking up as many as one can.
- Writing care plans after the participant leaves.
- Calling participants back to nutritionist office to make food package changes.

Scheduling
- Overbooking FI’s or allowing participants to come in much earlier than their scheduled appointment.
- Scheduling participants every 15 min. instead of every 30 minutes.
- Calling on phone for an interpreter.

Office Specialists
- Not communicate when one leaves the central voucher desk.
- Not asking soon enough for help from nutritionists to answer phones.
- Answering personal class before helping participants.
CAUSES OF LONGER WAIT TIME FOR VOUCHERING
Southeast WIC Clinic – July 2013

POSSIBLE SOLUTIONS
Nutritionists:
• Verify that all eligible clients are certified and food benefits are in the benefits screen before taking packet to the front to be printed.
• Take packet to first WIC cubicle to be vouchered to help keep packets in order.

POSSIBLE SOLUTIONS
Front Desk:
• Lab person will help with answering phone calls and printing vouchers when not in lab with a client.
• Print vouchers in order of when they come to the desk. One central place to take packets to be printed so they are kept in order.

Front Desk:
- Lab person not helping with vouchering or phone calls when at the front desk.
- During busy times, 2 staff at front desk can get busy with intakes, phone calls, etc. to delay vouchering.

Nutritionists:
- Food packages are not in VISION and ready to print.
- Client wasn’t certified at CPA desk. Takes longer for person to be ready to voucher d/t having to certify everyone first.
- Packets given to be printed out of order from when client was seen.

Between Areas:
- Client unavailable when called to front desk to print vouchers.

Longer Wait Time:
- No designated Central Voucher staff member at Southeast.
Long clinic wait times for FI Appointments.

**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.

- Overbooking
- Short staffed

**Scheduling**

- Incomplete paperwork
- 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

**Southmain Root Cause Analysis**

*July 2013*
**West Jordan Wait Times - Recertifications**

- **Ppt’s do not have proofs**
  - Process without vouchering
  - Reschedule

- **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

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**Decrease WIC ppt wait by ten minutes**

- **Customer Service (Fred Factor)**
  - *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*

- **Client Questions**
  - *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*

- **Breastfeeding Consults**
  - Help clients in clinic first
  - Timely answering of messages

- **Child’s fear of Lab**
  - Reception phones ringing

- **Referral sheet for**
  - Smile, Offer Stickers, Pronto Machine,
  - Decorate Lab to make inviting

- **Next chart while waiting for infant**
  - Complete Cert process first if able

- **Allow time for questions**
  - Appropriate referral
  - First priority is client gets needed help

- **Welcoming environment**
  - Assist with belongings
  - Greet and thank for coming