WIC QI Team Voting

**Instructions:** We will be doing group voting on what solution we would like to implement. **You have 100 points and may assign them in any amount to the solution you would like to vote for.** For example, if you like solution A and B equally, you can give 50 points to one and 50 to the other. If you like solution A the most, but still think B and C are good, you can give 50 to A, and 25 each to B and C. Basically, assign points in any amount you wish.

Remember, our goal is to increase the retention rate of children aged 1-5 years. If it would help the decision making process, go back and review the data slides and client feedback to remember what issues stuck out to you.

**Solutions (Identified during group brainstorming):**

A. Mail out reminders, or send more email reminders—don’t rely on phones as much.
B. Send automated text messages to clients before their appointment.
C. Schedule the client for their next appointment before they leave the office and/or give the client a year calendar with the next appointment highlighted before the leave.
D. Have more options for when WIC is open for moms who work and/or more walk-in times available.
E. Encourage clients to give two phone numbers (personal, work) and/or ask for alternate phone numbers for family/friends.
F. There could be a room with educational resources, like brochures, and have a computer station set up for clients to do their education piece. This might reduce the wait time and allow clients to choose what education they wanted.
G. Make sure staff are fluent in community resources available and do in-services in order to stay up-to-date on what is being offered in the community.
H. Change the curriculum to avoid being repetitive for moms coming back. Develop a pattern so that at 1 year, education would be dental care/bottle weaning... 15 months could be education on healthy protein foods... etc.
I. Change the time of day reminder phone calls are made/Do reminder calls more than once/Call from a recognizable phone number.
J. Create a Facebook page to reach out to clients.

Assign your 100 points as you choose below, giving points to the solution(s) you like:

- A:_____
- B:_____
- C:_____
- D:_____
- E:_____
- F:_____
- G:_____
- H:_____
- I:_____
- J:_____