On-Going WIC Activities

Flyers at Vitals and other Agencies; Networking with other agencies, hospitals, schools, clinics; Attending health resource events; On-site enrollment of clients* (not WIC clinics)

Other On-Going Activities
- Home Visits
- Formula line approvals
- Radio ads, bill boards

WIC CLIENT CASELOAD
FLOW CHART
2nd DRAFT 4/30/13
MCDPH WIC QI PROJECT

GREEN=WIC STAFF
RED=CLIENTS

Underlines items need clarification (correction?)
*Indicates items identified as possible processes for QI to focus upon

AREA INSIDE DOTTED LINE INDICATES ACTIVITIES INSIDE THE CLINIC

Client Becomes Eligible (pregnancy, financial) → Client becomes aware of WIC (checks website; talks to friend/relatives) → WIC takes call and makes appointment* → Decides to receive WIC services → Bring Children→ Bring Documentation → Other On-Going Activities

Call non-participatory clients → Late pickup call backs

Decides to receive WIC services → Language Line

Client Walks-in → Client fills out intake docs → WIC Conducts Intake

Review pre-appointment notes → Follow-up from previous appointment Groups*

Client undergoes anthropometrics height-weight → WIC conducts assessments (ABCDE, GTHM)* → Client undergoes assessments

Give Nutritional Education → Receive Nutrition Education

Issue breast pumps; Inventory pumps; Pump contracts; Clean pumps; Tailor food packages for breastfeeding;

WIC Eligible → No → Client becomes aware of WIC (checks website; talks to friend/relatives)

Yes → WIC Conducts Intake

Wait → Manage Daily Log Sheet

No → Staff log labs

Client undergoes anthropometrics height-weight → WIC conducts assessments (ABCDE, GTHM)* → Client undergoes assessments

IF NEEDED: Receive Breastfeeding Support &/or Pumps; Give breastfeeding education

IF NEEDED: Receive High risk counseling; Give high risk counseling

IF NEEDED Give Baby Behavior Training & Assessment* → Client receives training

Referrals to social services → Give referrals → Receive check to cash at store → Schedule next appointment → Write Notes*

Shopping at Store

Receive check to cash at store → Give check

IF NEEDED Give directions on cashing checks → Receive directions on checks

Client becomes aware of WIC (checks website; talks to friend/relatives) → No → Call non-participatory clients

Yes → Client fills out intake docs → WIC Conducts Intake

Receive directions on checks