

WIC Work Group Suggestions

- 1 Customer Service & Client Perceptions (38 votes)
 - Introduction
 - Script to tell people what WIC is
 - Think like a client
 - What is desirable, what is not, what could you do differently
They're feeding you too!
- 2 Appointment Process (37 votes)
 - Open Access?
 - Organization of appointments—Fast Track—decrease times for waiting
 - How to stop missed appointments
 - Lab tests—which ones are needed for each appointment
 - What is necessary to include in appointment
- 3 Stress Management (30 votes)
 - Workshop with all employees
 - Techniques to deal with stress
 - Ways to eliminate stress
 - Handle conflict with coworkers
- 4 Clinic Flow/Cross Training (28 votes)
 - How to reorganize space
 - Redesign job tasks
 - Eliminate unnecessary steps/locations
 - Decrease appointment times
 - Printer in every office
 - Good times for appointments
- 5 Patient Education (19 votes)
 - Informational Videos on healthy living, breastfeeding, Active with children. Kiosk/TV—mounted on the wall to keep out of reach of children
 - a. Group Classes
 - b. Calendar log of activity as a family
 - c. Nutrition Education classes for new clients
- 6 Time Management Workshop (16 votes)
- 7 Access to WIC—Spanish (11 votes)
 - Signage
 - Forms
 - Interpreters
- 8 Communication (10 votes)
 - Email—25% don't check it—Do a post test—*Gas Card*
 - Staff meetings—Follow-up meeting and minutes
 - Memos—sign off on minutes and memos

- 9 Employee Job Descriptions and Training—*Staffing Guidance Manual (10 votes)*
- Role & Responsibilities
 - Add, subtract, and shift job tasks among employees
 - Update Training/Orientation
 - Cut out any out dated information
- 10 Confidentiality—Privacy (10 votes)
- Shutting doors
 - Being careful of medical records
- 11 Data and Medical Record Organization (8 votes)
- Update records—what needs to be written down
 - Who handles records—*Nancy-duplication of data entry*
 - Streamlining paperwork
 - Types of forms
- 12 Public Outreach (6 votes)
- Community Impressions of WIC—Food Packages implemented by October 1, 2009
 - Advertisements
 - Information Sessions
 - Articles
 - Sponsorships
 - Information at Schools
 - Public Activities (Walk for WIC)—*to raise money and as a “Health Activity”*
- 13 Clinic Environment (4 votes)
- Educational Decorations
 - More interesting decorations in waiting rooms
 - Cleanliness of waiting room and office
 - Space/layout—client friendly—more space—TLC: Re-design a Health Department!
- 14 Access to WIC—English (1 votes)
- Signage
 - Operating Hours
 - Check-In Procedures
 - Appointment Scheduling—*HSIS can set up profiles for fast track*
 - Client Friendly