

Public Health Performance Management Centers for Excellence

Increase WIC Caseload:
Show Us The Money!!

Clallam County Health and Human Services
223 E 4th St, Suite 14, Port Angeles WA 98362
(360) 417-2364
Clallam County Population 71,000



QI method used: Lean Six Sigma



1. DEFINE PHASE a. WIC QI TEAM



Pam Walker (WIC Coordinator)
Emily Ferguson (IBCLC)
Christina Hurst (Program Manager)
Barbara Ward (CPA)
Karenann Mygind (WIC Clerk) Not pictured
Modinat Ogun (Tacoma Pierce QI Consultant)

b. PROJECT DEFINITION

Targets

1. Meet and maintain monthly caseload.
2. Reduce process steps 20% by August 2014.
3. Decrease client No Shows rate 15% by August 2014.
4. Develop Best Practice and Staffing Models for incoming staff.

Identified constraints

Staffing, funding

2. MEASURE PHASE

Compiled the following data:

1. Voice of the Customer Survey "Why missed appointments"

2. Developed Process Maps
3. Compared recommended versus actual staffing models

3. Analyze Phase

a. Compared Client Participation Rates 2013 and 2014

2013	% yes	% no	2014	% yes	% no
Jan	89	11	Jan	101.32*	0
Feb	92	8	Feb	101.74*	0
Mar	89	11	Mar	103.97*	0
Qrt Avg	90	10	Qrt Avg	102.34*	0
April	90	10	April	104.46	0
May	87	13	May	102.81*	0
June	87	13	June	103.14*	0
Qrt Avg	88	12	Qrt Avg	103.47*	0

*Exceeded authorized caseload

**2013 caseload 1310, 2014 caseload 1210

Yes=participating
No=not participating

b. Compared No-Show Rates

No Show rate	2013 (Mar-July)	2014 (Mar-July)
33.4%		
25.6%		
30.5% improvement		

4. Improve Phase

1. Exceeded monthly caseload during QI Project ✓
2. Reduced process steps 50% ✓
3. Decreased No Show rate 30.5% ✓
4. Completed Best Practice and Staffing Models for incoming staff ✓
5. Instituted text message option for client appointment reminder calls. ✓

5. Control Phase

- a. Wrote Policy and Procedures for Text Message Reminder Calls

Policy & Procedures: Agency Cell Phone & Text

1. PURPOSE

- To maintain consistency in client notification for basic information, confirmation of phone calls or appointments.
- To maintain consistency in education, counseling and documentation among all WIC Staff.

2. SCOPE

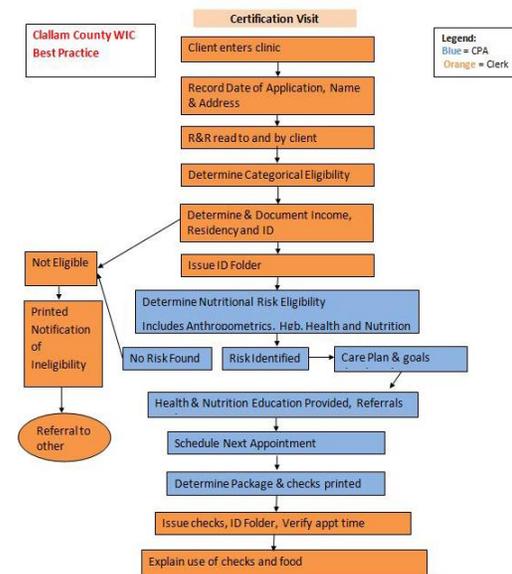
- a. This policy guideline applies to all Clallam County HHS/WIC program staff.
- b. This policy guideline describes the agency's objectives and policy guidelines regarding use of CCHHS/WIC cell phones and text services.

3. REFERENCES

- a. Washington State WIC Manual, Volume 1, Chapter 15, Section 3. modified

4. DEFINITIONS

b. Developed Best Practice Model



6. Share Phase

- Clallam County Board of Health, July 17, 2014
- QI Learning Congress, September 26, 2014
- Public Health Staff Meeting, October 8, 2014
- Project summation article in agency newsletter, October 2014