Problem Statement
WIC show rates are important to track because funding requires an over 97% case load show rate.

The Current Approach
WIC clients currently are seen by appointment only. Show rates at these appointments are barely over the 97% needed to maintain funding.

The Team
- Muriel DeLaVergne-Brown, RN, MPH
  Public Health Director
- Emma Reynolds, WIC Certifier
- Mindy Stomner, RN
  Immunization Coordinator
- Jennifer Chaney, WIC Supervisor

Resources Used
Comparison of data and brainstorming ideas with the WIC Team.

Improvement Theory
Increased access to WIC through additional client walk-in hours will increase our case load show rate.

What We Did
PDCA Description
Plan: Identify issues-WIC caseload, gather data on WIC Caseload
Do: Meet with QI Team and WIC staff to discuss data and ways to increase caseload
Act: Implement walk-in clinics based on brainstorming ideas
Check: Pull caseload reports monthly to ensure we are staying above 97%

Final Metrics

Lessons Learned
- Need to add on call WIC staff to deal with increased client flow
- Productivity of staff increased to meet increased caseload
- Ability to service high-risk clients improved with working with a registered dietician on Mondays

Recognition
Received an award for the program for the consistent caseload

The Future State
- Continue walk-in clinics on Monday
- Monitor WIC caseload monthly