



# Improving WIC Show Rates

Crook County Health Department  
Presenters: Carly Rachocki, MPH  
Muriel DeLaVergne-Brown, RN, MPH



## Problem Statement

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

## 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.

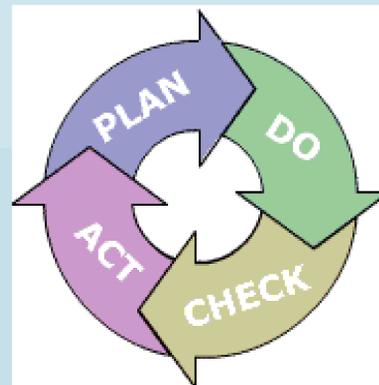
## The Current Approach

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

## What We Did

### PDCA Description

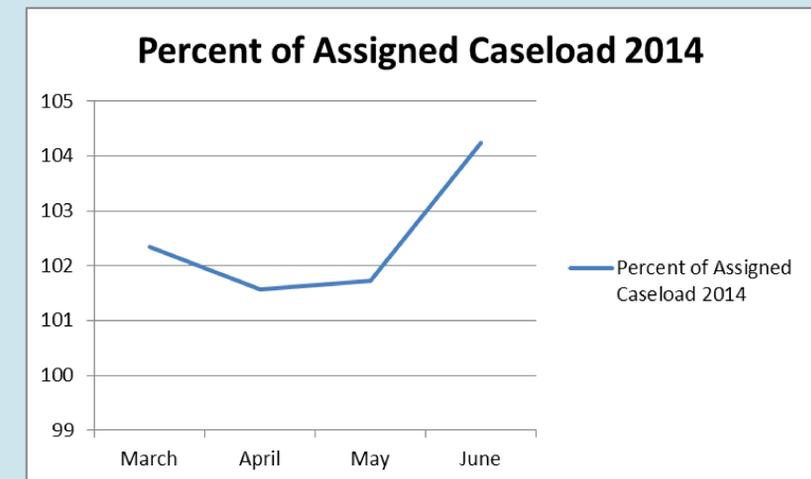
- Plan:** Identify issues-WIC caseload, gather data on WIC Caseload  
**Do:** Meet with QI Team and WIC staff to discuss data and ways to increase caseload  
**Act:** Implement walk-in clinics based on brainstorming ideas  
**Check:** Pull caseload reports monthly to ensure we are staying above 97%



## The Future State

- Continue walk-in clinics on Monday
- Monitor WIC caseload monthly

## 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