

WIC QI Team Voting

Instructions: We will be doing group voting on what solution we would like to implement. **You have 100 points and may assign them in any amount to the solution you would like to vote for.** For example, if you like solution A and B equally, you can give 50 points to one and 50 to the other. If you like solution A the most, but still think B and C are good, you can give 50 to A, and 25 each to B and C. Basically, assign points in any amount you wish.

Remember, our goal is to increase the retention rate of children aged 1-5 years. If it would help the decision making process, go back and review the data slides and client feedback to remember what issues stuck out to you.

Solutions (Identified during group brainstorming):

- A. Mail out reminders, or send more email reminders—don't rely on phones as much.
- B. Send automated text messages to clients before their appointment.
- C. Schedule the client for their next appointment before they leave the office and/or give the client a year calendar with the next appointment highlighted before the leave.
- D. Have more options for when WIC is open for moms who work and/or more walk-in times available.
- E. Encourage clients to give two phone numbers (personal, work) and/or ask for alternate phone numbers for family/friends.
- F. There could be a room with educational resources, like brochures, and have a computer station set up for clients to do their education piece. This might reduce the wait time and allow clients to choose what education they wanted.
- G. Make sure staff are fluent in community resources available and do in-services in order to stay up-to-date on what is being offered in the community.
- H. Change the curriculum to avoid being repetitive for moms coming back. Develop a pattern so that at 1 year, education would be dental care/bottle weaning... 15 months could be education on healthy protein foods... etc.
- I. Change the time of day reminder phone calls are made/Do reminder calls more than once/Call from a recognizable phone number.
- J. Create a Facebook page to reach out to clients.

Assign your 100 points as you choose below, giving points to the solution(s) you like:

A: _____

F: _____

B: _____

G: _____

C: _____

H: _____

D: _____

I: _____

E: _____

J: _____