

Team Members: Lynne Bortree, Terri Cole, and Cindy Laraway
Team Leader: Amanda Densmore

Executive Sponsor: Val Valcour

PLAN

Identify an opportunity and plan for improvement.

Area for Improvement

Increase the number of high-risk WIC participants receiving follow-up contact between appointments.

Why focus on this area?

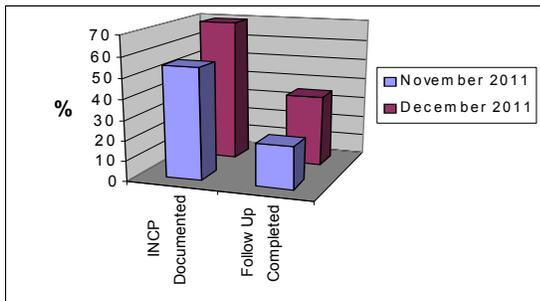
To improve a variety of key health indicators for women, infants and children.

Target Goal

By December 31, 2012, 80% of participants will have a documented INCP and 40% will have documentation of follow-up (+5%)



Baseline Data



What change ideas (theories) did you have before you started testing changes?

Give all INCPs to nutritionist, include in employee's annual performance review, use VDH-106 to recall, use Outlook to generate reminders, offer motivational staff training, revise current INCP protocol, perform monthly chart audits.

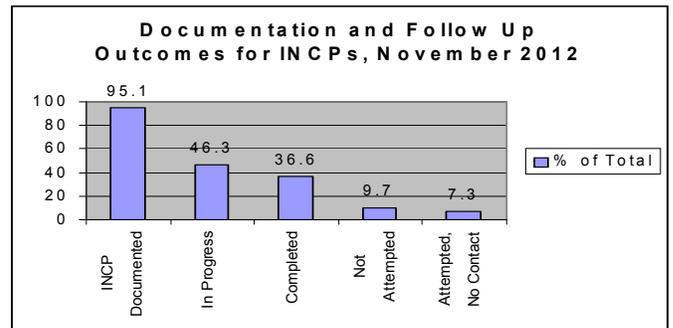
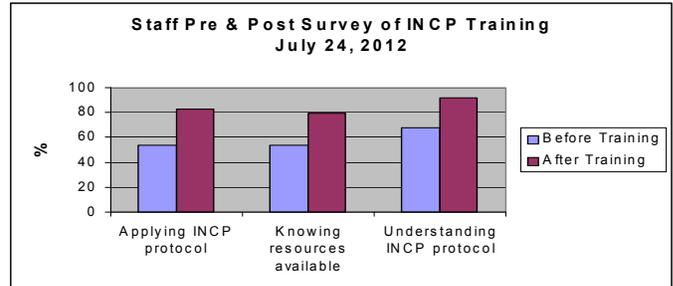
DO

What ideas for improvement did you test?

1. Offer a motivational and informational retreat for staff focusing on INCP protocol and follow up.
2. Distribute a monthly list of high risk participants to each certifier and assign caseloads by certifier ID.

STUDY

What were the results of your tests? What is your post-change data compared to the baseline data?



ACT

What lessons did you learn from the process? How will this change be sustained?

Offering staff trainings can improve morale, understanding, and employment of tasks. INCP trainings have been incorporated into the WIC annual training calendar. Providing a tracking tool and assigning caseloads may improve follow-up. Our flowchart has been updated after adding the monthly high risk printout:

