

WIC Participation Public Health & Wellness



KPI Owner: Jennifer Bowman

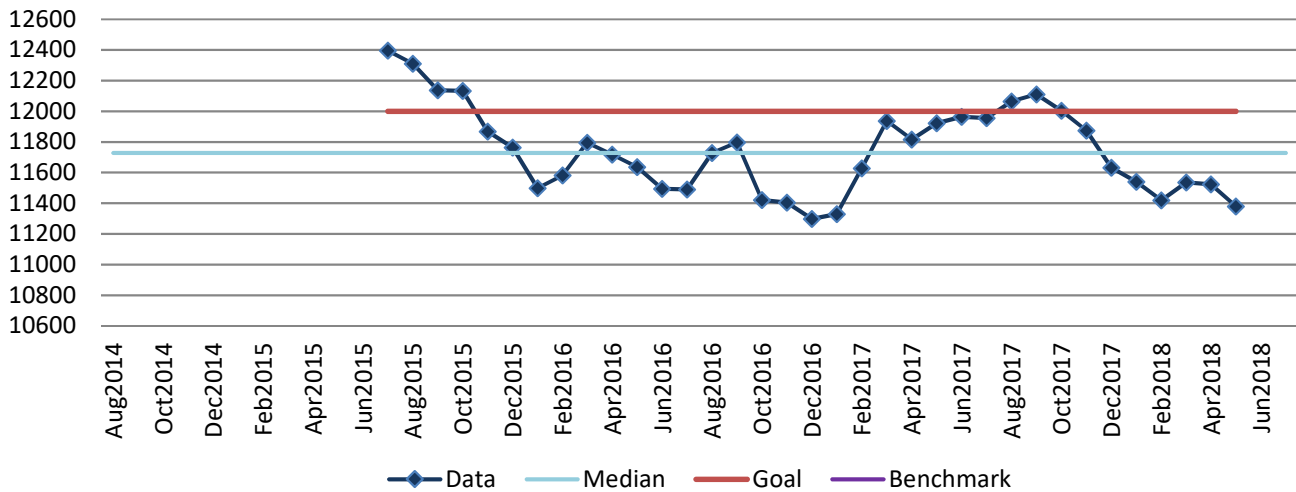
Process: WIC

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jul 2015 - 12396 Goal: Maintain 12000 participants each month. Benchmark: TBD	Data Source: KY WIC Program Goal Source: Executive Leadership Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Participation is determined by the state as the number of enrolled individuals who attend scheduled appointments and use their WIC benefits. It is 2-3 months behind. Why Measure: Ensure we retain participants in the program. Next Improvement Step: Continue to monitor

How Are We Doing?

Aug2017-Jul2018 12 Month Goal	Aug2017-Jul2018 12 Month Actual		Jul2018 Goal	Jul2018 Actual	
12,000	11,709		12,000	N/A	
Units	Units		Units	Units	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class. We do know that we have had a gap in a position that normally calls enrolees in danger of dropping off due to no participation. We have hired a new person and that person will be making calls again within the next month.