

On-Site Observation: Clinic

| Review Area | Expectation | Results Y= In compliance N= Out of compliance/Finding D= Discussion |
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| Clinic Environment | <ul style="list-style-type: none"> • Clean, safe, and well-maintained • Equipment (anthro./hgb.) is clean/well-maintained and has been checked on schedule for accuracy • Verify equipment inventory • Easy to find (good signage) | |
| Eligibility Determination Timeline | <ul style="list-style-type: none"> • Review clinic process and interview staff for how they document initial certifications (or certs with >2 mo. lapse) with use of initial contact button. Must create record at time of inquiry for appointment and document first appt. offered (not necessarily completed) | |
| Required Information Posted | <ul style="list-style-type: none"> • “We Accept WIC Benefits” decal • Hours of Operation • List of stores that accept WIC benefits locally • Non-smoking facility designation • Current income eligibility guidelines (IEGs) • Local policies (if applicable) • Language Translation “Point 2 Your Language” • MOU Disclaimer | |
| Civil Rights & Accessibility | <ul style="list-style-type: none"> • Current “And Justice for All” posted where services are delivered • Current “Fair Hearings” posted • Non-Discrimination statement being used appropriately (outreach materials, anything discussing eligibility, etc.) • Clinic is compliant with ADA standards • Access to language translation (LEP compliance) • Civil Rights complaint process understood (check log) • Racial/Ethnic data collection (observe question asked or interview staff) | |
| Integrity & Confidentiality | <ul style="list-style-type: none"> • Employee may not act as a proxy for participant • Employee must not have a conflict of interest (may not serve relative/friend in clinic) • Confidentiality maintained (participant information kept out of site, only shared when appropriate and according to policy) • Separation of duties (when possible- division between staff who do income and risk code eligibility) • Homeless facility Statement | |

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| Nutrition Education Materials | <ul style="list-style-type: none"> • Information available (posters, brochures, etc.) must be up to date and appropriate for population • Materials are distributed appropriately, primarily to reinforce interactive education • Have exit handout and substance abuse forms available- staff know how/when to use it | |
| Breastfeeding Promotion & Support | <ul style="list-style-type: none"> • Breastfeeding Coordinator providing training, outreach, and support for clinic • Overseeing pump program • Pumps issued correctly • Clinic is breastfeeding friendly | |
| Security | <ul style="list-style-type: none"> • eWIC cards (locked & check log) • Pumps (locked) • Formula Storage (out of site, secure location, maintain inventory log) • Check disaster and security plan | |
| Outreach, Retention & Participation | <ul style="list-style-type: none"> • Progress on current outreach plan • Clinic is pulling list of eligible participants without issuance every 2 weeks to follow up/schedule • Clinic efforts to improve retention (appointment scheduling, clinic hours/availability, access) | |
| Self-Monitoring | <ul style="list-style-type: none"> • If Tier 1 in the last review- verify that self-monitoring completed using State process • Review results/changes clinic made as a result | |
| Quality Comments (non-scored) | <ul style="list-style-type: none"> • Note anything you observe or hear about that deserves recognition and praise • Note anything relate to assessment of staff in local agency roles (Nutrition Coordinator, Breastfeeding Coordinator, and Local Agency Resource Coordinator (LARC)) | |