CLINIC ENVIRONMENT OBSERVATION TOOLS

1. Clinic Entrance Observation Tool

2. Clinic Flow and Interactions Observation Tool

The first impression a WIC participant has of your WIC clinic is based upon the clinic environment, including the appearance of the entrance and the efficiency and time involved in getting through all of the systems and processes in the clinic. It is far too easy to overlook the 'little things' when it comes to clinic appearance, comfort, and systems flow, so these tools have been prepared to help you assess your clinic environment. Approaching this assessment from the point of view of the WIC client, both newcomers and those who have been coming to the clinic for years, can help you identify ways to create a clinic environment that is participant-centered and helps to prepare WIC families to be more receptive to a positive participant-centered experience.

How you can use these tools:

These tools can be used to approach the clinic environment from the perspective of the WIC participant in order to make changes that would provide a more positive and welcoming experience. The following ideas may be useful to you in determining how best to use the tools in your clinic:

- A clinic manager or multiple staff members may use the tools as a group or individually.
- Before conducting the observation, explain the purpose to staff members and what to expect as a result.
- Those using the tools should be instructed to step out of their shoes and observe all aspects of the clinic as if they are a participant entering the clinic for the first time. It is critical that the clinic environment be viewed from the perspective of the WIC participant.
- Review and summarize the completed tool(s).
- Meet with the WIC team/staff to review the results of the observation(s). The discussion of this tool could be the topic of a staff meeting where all can provide input and strategies for improvement. The meeting facilitator could ask staff members which of the items highlighted by the observation tool(s) could be changed easily, which they would like to change, and which the team should prioritize.
- An action plan could be developed based on the items staff members identify as feasible, realistic, and most important to providing participant-centered services.
### Clinic Entrance Observation Tool

#### I. Entering the WIC clinic

1. Does the clinic have clear and visible signage?  
   - Yes [ ]  
   - No [ ]

2. Do participants report that the clinic is easy to find?  
   - Yes [ ]  
   - No [ ]

3. Is the physical entrance to the clinic “welcoming”?  
   - Yes [ ]  
   - No [ ]

#### II. Waiting Room/Area Appearance

1. Describe what the waiting room looks like:

   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

2. Describe signs, posters, pictures, bulletin boards, etc. Are signage/materials ethnically, culturally and linguistically diverse?

   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

3. Are there ways to keep children busy and engaged in the waiting area?  
   - Yes [ ] (describe ____________________________________________)
   - No [ ]

4. The waiting room/area:

   Is family-friendly (e.g., safe, clean, comfortable, not too loud)  
   - Not at All [ ]  
   - Okay [ ]  
   - Very Much [ ]

   Comment: ___________________________________________________

   Is breastfeeding-friendly (e.g., wide chairs to hold infant, lactation room)  
   - Not at All [ ]  
   - Okay [ ]  
   - Very Much [ ]

   Comment: ___________________________________________________
III. Overview of Assessment

Overall, how do you think the waiting area environment may affect the WIC applicants’ and participants’ perspectives on WIC?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Assessment Tools for Participant-Centered Services 3
**Clinic Flow and Interactions Observation Tool**

**I. Walking in the door**

1. Do the front office staff greet participants when they enter the clinic?
   - [ ] Yes
   - [ ] No
   - [ ] In most cases (explain)

   Examples:

2. Are the front office staff able to communicate with people who come to the clinic seeking WIC services and do not speak English? If yes, how? If no, why not?
   - [ ] Yes
   - [ ] No
   - [ ] In most cases (explain)

   Examples:

3. If appropriate, were the processes, expectations, and steps of the appointment explained to the participant?

4. Describe what happens to a WIC participant from the time they enter until they leave the clinic.

5. Does equipment and technology help or make providing services harder?

6. Does the layout of the clinic space help or hinder efficiency?
## II. Waiting Times

Track the time for each of the following steps:

1. Certification Appointments

<table>
<thead>
<tr>
<th>Participant</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
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<tbody>
<tr>
<td>Time enter clinic</td>
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<td>Time seen by certifier</td>
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<td>Average time with certifier</td>
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</table>

1a. What affects length of the appointment and wait time?

_______________________________________________________________________

_______________________________________________________________________

2. Secondary Nutrition Appointment

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<tbody>
<tr>
<td>Time enter clinic</td>
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<td>Time seen by certifier</td>
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<td>Total time spent in clinic</td>
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<tr>
<td>Average time with certifier</td>
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<td>Average total time in clinic</td>
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</table>

2a. What affects length of the appointment and wait time?

_______________________________________________________________________

_______________________________________________________________________

## III. Overview of Assessment

Overall, how do you think the interactions and processes, starting in the waiting room, may affect the participants’ attitudes toward WIC?

_______________________________________________________________________

_______________________________________________________________________

Assessment Tools for Participant-Centered Services