

WIC Clinic Assessment

This checklist is designed to help you assess your clinic space, as outlined in [Section 5.9 Clinic Environment](#). This assessment can help you identify ways to ensure your clinic environment is participant-centered, welcoming, and provides privacy for participants.

Clinic Entrance

	Yes	No	Comments
Is the building in which WIC is located clearly identified and easy to find?			
Is there free, adequate and accessible parking in relation to the number of participants served?			
Is the parking area safe and well lit?			
Is the building entrance well-marked and accessible?			
Is there adequate signage outside and inside directing participants to clinic?			
Is the clinic entrance well-marked and accessible?			

Waiting Room

	Yes	No	Comments
Are participants greeted when they enter clinic?			
Are reception staff able to communicate with people who don't speak English?			
Is the poster regarding free interpreter services and accommodations displayed?			

EXHIBIT 5-AA: WIC CLINIC ASSESSMENT

Does your signage include other languages, other cultural groups, and diverse images representing participants served at the clinic?			
Are the waiting room and other clinic spaces clean and well lit?			
Are there ways to keep children engaged, occupied, and within the space ?			
Is the room child-safe?			
Is there adequate and accessible seating that is easy to clean? (Such as chairs with and without arms)			
If data are collected in the waiting room, is there adequate privacy?			
Does the waiting area display pictures, posters and other media that reflect the cultures and ethnic backgrounds served by the clinic?			
Are there adequate "Justice for All" posters prominently displayed throughout clinic?			
Is the space clear of clutter?			

Overall, how do you think the waiting area environment might affect WIC applicants' and participants' perspectives of WIC?

Comments:

Wait Time/Clinic Flow

	Comments
<p>How long are people in the waiting room before they are served?</p> <p>Check-in time:</p> <p>Greet time by WIC staff (if separate from check in):</p> <p>Appointment start time:</p>	
What do you think affects the wait time(s)?	
How might the wait times impact WIC applicants' and participants' attitudes toward WIC?	
How long are people in clinic from when they entered until their appointment is completed?	
How does clinic flow affect participants' time in clinic? Too long? Too short? Just right?	
How many times does the participant have to change rooms?	

Height, Weight, and Blood Workspace

	Yes	No	Comments
<p>Is the room temperature comfortable?</p> <p>Indicate in comments if the room is too hot or too cold.</p>			
Does the room allow for staff and participants to focus and engage?			
Does the space ensure confidentiality?			
Does the room have engaging nutrition related materials?			

Is lab equipment secured or locked and out of reach of children?			
How long does the participant spend in this area, if separate from appointment space?			

Counseling

	Yes	No	Comments
Does the seating arrangement encourage and promote conversation, and facilitate participant-centered services? (For example, participants and staff can sit knee-to-knee).			
Is the space free of clutter and distractions (including noise)?			
Is the temperature comfortable? Indicate in comments if the room is too hot or too cold.			
Does your agency provide accessible services such as hearing and language assistance?			
Does the space ensure confidentiality?			
Does the space provide safety and security for staff and participants? (For example, children are not able to easily run from the space, staff are closest to the door to quickly leave if necessary.)			
Does the room have engaging nutrition-related materials directly visible to the participant?			

Supportive Breastfeeding Environment

	Yes	No	Comments
Is infant formula out of sight and in a secure, locked area?			
Are products from formula manufacturers out of sight? (Pens, notepads, cups, toys, educational materials-print and video, etc.)			
Are messages (both print & spoken) reflective/supportive of breastfeeding in diverse communities?			
Would a participant be comfortable breastfeeding in your clinic? (Do you have signs welcoming breastfeeding? Are there comfortable chairs with arms? Is there an area away from doorways and windows?)			
If bottles are used to educate participants, are they out of sight when not being used?			
Are breastfeeding promotion/support materials available in clinic, including information about accessing breast pumps?			
Is information available about community resources for breastfeeding support?			

Overall, how might the clinic environment affect people's perspectives on breastfeeding?

Comments:

General

Overall, how do you think the interactions and processes, starting in the waiting room and ending when the participant leaves, may affect participants' attitudes toward WIC?

Comments:

Reference – Complete Listing of Hyperlinks

Section 5.9 Clinic Environment

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch5/sctn5_9.pdf)

Minnesota Department of Health - WIC Program 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us. To obtain this information in a different format, call: 1-800-657-3942

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