

**CLINIC SITE OBSERVATION**

CLINIC SITE \_\_\_\_\_

DATE \_\_\_\_\_

|  | YES | NO | NA | COMMENTS |
|--|-----|----|----|----------|
| <b>Clinic Location</b>   |     |    |    |          |
| 1. Clinic space is adequate for providing services to the number of clients served.                      |     |    |    |          |
| 2. There is adequate parking.  |     |    |    |          |
| 3. Accessible to public transportation.  |     |    |    |          |
| 4. Accessible to persons with disabilities.  |     |    |    |          |
| <b>Required Materials are Posted</b>   |     |    |    |          |
| 5. "And Justice For All" poster displayed.   |     |    |    |          |
| 6. Vendor list displayed.  |     |    |    |          |
| 7. Signs displayed in clinic are appropriate.  |     |    |    |          |
| 8. Other materials displayed in clinic are appropriate.  |     |    |    |          |
| <b>Clinic Environment</b>  |     |    |    |          |
| 9. Adequate seating/waiting areas are available.   |     |    |    |          |
| 10. There is an obvious registration area.   |     |    |    |          |
| 11. Space is protective of client confidentiality.   |     |    |    |          |
| 12. Clinic area is clean.  |     |    |    |          |
| 13. Clinic temperate is comfortable.   |     |    |    |          |
| 14. Stairs are safe and easy to navigate.  |     |    |    |          |
| 15. Clinic is free of clutter/electric cords/cables.   |     |    |    |          |
| 16. Potentially hazardous areas are blocked off from participants.                                       |     |    |    |          |
| <b>Breastfeeding Environment</b>   |     |    |    |          |
| 17. Educational & promotional materials portray breastfeeding as the preferred method of infant feeding. |     |    |    |          |
| 18. The visibility of formula materials, displays, and logos is limited.                                 |     |    |    |          |
| 19. WIC staff make women who choose to breastfeed in the clinic feel comfortable.                        |     |    |    |          |
| 20. Private space is promoted for staff & clients to breastfeed and/or pump.                             |     |    |    |          |
| <b>Required Materials Are Available</b>  |     |    |    |          |
| 21. Procedure Manuals I, II, III   |     |    |    |          |
| 22. Computer Manual  |     |    |    |          |
| 23. Participant files for Certification, Transfer, and Education visits.                                 |     |    |    |          |
| 24. VOC Stamp  |     |    |    |          |

|   | YES | NO | NA | COMMENTS  |
|---|-----|----|----|---|
| <b>Processing Standards</b>   |     |    |    |   |
| 25. Staff are scheduling participants to meet processing standards.   |     |    |    |   |
| <b>Scheduling and Clinic Flow</b>   |     |    |    |   |
| 26. Appropriate time for appointment allotted.  |     |    |    |   |
| 27. Flow of clinic is reasonable.   |     |    |    |   |
| 28. The number of participants in the clinic at one time is manageable within clinic space.   |     |    |    |   |
| 29. There is a method for indicating no-shows at clinic.  |     |    |    |   |
| 30. Staff are indicating participants who no-show.  |     |    |    |   |
| 31. Staffing is appropriate for participants scheduled at this clinic.  |     |    |    |   |
| <b>Computer Equipment</b>   |     |    |    |   |
| 32. Adequate equipment for number of staff.   |     |    |    |   |
| 33. Equipment is out of the reach of children & operating properly.   |     |    |    |   |
| <b>Health Assessment Equipment</b>  |     |    |    | <b>Note type of scale: beam balance/electronic, brand and model number (i.e.: Seca 120)</b> |
| 34. Are measuring boards accurate and in good working condition?  |     |    |    |   |
| 35. Are adult scales accurate and in good working condition?  |     |    |    |   |
| 36. Are infant scales accurate and in good working condition?   |     |    |    |   |
| 37. Is any health assessment equipment in need of repair or replacement?  |     |    |    |   |
| 38. Are Hemocues/Hematocrit machines in good working condition?<br><ul style="list-style-type: none"> <li>• Note expiration date of microcuvettes, and length of time microcuvette container open (expires 90 days after opening)</li> <li>• Note daily control of hemocue machine</li> </ul> |     |    |    |   |
| <b>Clinic Security Issues</b>   |     |    |    |   |
| 39. Participants and staff feel safe at this clinic location.<br><ul style="list-style-type: none"> <li>• Building is secure</li> <li>• Security is available, if needed</li> <li>• Parking areas are well lit &amp; safe</li> </ul>  |     |    |    |   |
| 40. Equipment is stored in a secure location and only authorized staff have access.   |     |    |    |   |
| 41. Files are stored in a secure location and only authorized staff have access.  |     |    |    |   |
| 42. VOC stamp is stored securely with access only to authorized staff.  |     |    |    |   |
| 43. WIC staff who are also WIC participants have all assessments and benefit issuance completed by other staff members.   |     |    |    |   |
| Additional Comments:  |     |    |    |   |