Georgia Department of Public Health

Brenda Fitzgerald, MD, Commissioner | Nathan Deal, Governor

2 Peachtree Street NW, 15th Floor
Atlanta, Georgia 30303-3142
www.health.state.ga.us

ACTION MEMO # 13-11

MEMORANDUM

TO: District Health Directors
District Administrators
District Program Managers
District Nutrition Services Directors

FROM: Debra L. Keyes, MA, RD
Director
Georgia WIC Program

DATE: June 7, 2013

RE: **Secret Telephone Calls and Patient Flow Analysis**

The purpose of this memorandum is to address two issues: Secret Telephone calls and Patient Flow Analysis.

Secret Telephone Calls: Effective October 1, 2013 the Georgia WIC program is requiring each district to start performing and documenting secret surprise telephone calls to clinics (in your district) to evaluate Processing Standards. All calls must be documented. Please, also develop a quarterly report which will need to be kept on file for audit purposes. Submit the status of the phone calls quarterly (January 15th, April 15th, July 15th and October 15th) to the state WIC office.

Patient Flow Analysis: Based on the results of Secret Telephone calls and quarterly Processing Standards reports, if a district/clinic does not meet processing standards (in three consecutive months), a Patient Flow Analysis should be considered being conducted. The purpose of the PFA would be to determine the cause of not meeting processing standards. If a Patient Flow Analysis report is conducted, please submit a copy of that report (along with your quarterly Processing Standards' report) to the state WIC office.

If you have questions pertaining to this memorandum, please contact Abeda Hannan at (404) 656-9840.

c: Lynn A. Flen - WIC Deputy Director, Program Operations & Nutrition Services
Sonia Jackson - Program Director
Abeda Hannan, MBA - Program Consultant