

# Processing Standards Detail & Summary Reports

## What does the report do?

The **Processing Standards Detail Report** displays a list of appointments that are outside of the federal Processing Standards, the client name, ID, appointment date/time and the reason the appointment was scheduled outside of processing standards.

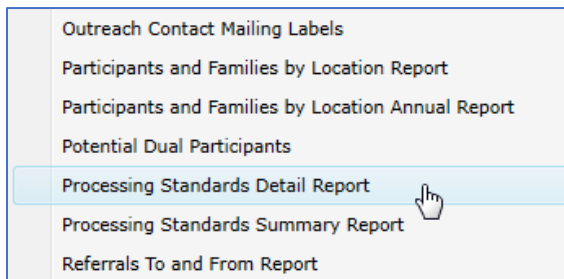
The **Processing Standards Summary Report** displays the total number and percentage of appointments scheduled outside of processing standards, along with how many of those were because appointments within processing standards not available. This could be a good report to run along with the Processing Standards Detail Report so that you can track the number and percentage of appointments over time and measure any increase or decrease.

## How can I use this report?

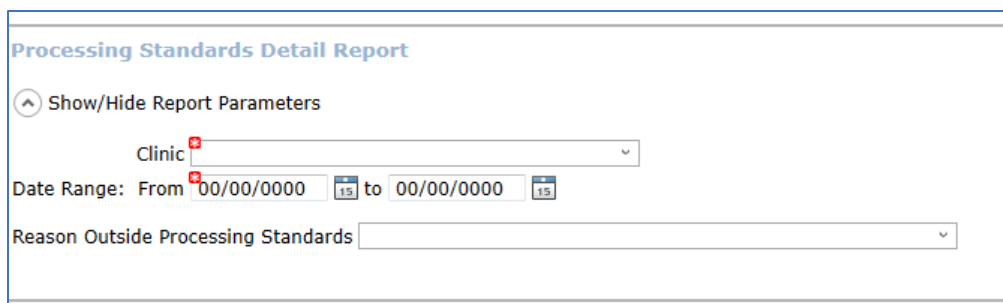
You can use this report to see the reasons clients were scheduled outside of processing standards for the time period selected. Running this report on a monthly or even weekly basis will show you whether or not your WIC clinic is within processing standards. If not, you can use it to determine if more staff or more staff time is needed to get within processing standards.

## How do I run this report?

1. Reports > **Processing Standards Report.**



2. Select **clinic** and **date range**. Do not select anything for Reason Outside Processing Standards, unless you want to look specifically at one option, for example, appointment within processing standards not available. Then **Generate**.

A screenshot of a web form titled "Processing Standards Detail Report". It has a "Show/Hide Report Parameters" toggle. Below it are three input fields: "Clinic" (a dropdown menu), "Date Range: From" (a date picker set to 00/00/0000) followed by "to" (another date picker set to 00/00/0000), and "Reason Outside Processing Standards" (a dropdown menu).

## How do I interpret this report?

This report allows you to select a timeframe and generate a list of clients that had an appointment outside of processing standards and the reason why. Used along with the Processing Standards Summary Report, you can use both to monitor over time and watch for improvement or see if problems start to arise. Monitoring it on a regular basis can help you make changes to your processes quickly. You should be especially concerned if there are **any** “No appointment” available.

### Processing Standards Detail Report

<b>Kansas WIC Program</b> <b>Processing Standards Detail Report</b> [Redacted] County WIC Clinic From 11/01/2019 To 12/31/2019			
Appointment Date/Time	Client Name	Client Id	Reason Scheduled Outside of Processing Standards
11/12/2019 12:30 PM	[Redacted]	[Redacted]	Client missed/rescheduled a previous appt that was within processing standards
11/12/2019 12:30 PM			Client missed/rescheduled a previous appt that was within processing standards
11/12/2019 03:30 PM			Appointment within processing standards not available
11/19/2019 03:00 PM			Client missed/rescheduled a previous appt that was within processing standards
11/26/2019 02:45 PM			Client declined appointment within processing standards
11/26/2019 03:30 PM			Client declined appointment within processing standards

### Processing Standards Summary Report

<b>Kansas WIC Program</b> <b>Processing Standards Summary Report</b> [Redacted] County WIC Clinic Report Month: November, 2019		
<b>Applicant Appointment Summary</b>		
Appointment Description	# of Appts	% of Total Scheduled Appointments
Total # of Appointments Scheduled for Applicants	18	100%
Appointments Scheduled Within Processing Standards	13	72%
Appointments Scheduled Outside Processing Standards	5	28%
<b>Summary by Reason</b>		
<b>Appointments Scheduled Outside of Processing Standards</b>		
Reason Scheduled Outside of Processing Standard	# of Appointments	% of Appointments*
Appointment within processing standards not available	1	20%
Client declined appointment within processing standards	1	20%
Client missed/rescheduled a previous appt that was within processing standards	3	60%
<small>* Due to rounding, the sum of % of Appointments might not equal the % of Total Scheduled Appointments value on the Appointments Scheduled Outside Processing Standards line in the Applicant Appointment Summary section.</small>		

## What does the data mean/where is it pulled from?

This report pulls information for clients scheduled an appointment outside of processing standards, along with the “Reason” as selected by WIC staff.