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?

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.
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

![Processing Standards Detail Report](image)

Processing Standards Summary Report

![Processing Standards Summary Report](image)

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.