Nutrition Education Script

Intro

This HuBERT on-demand training module…

Intro1

…is provided by the MN Department of Health WIC Program. It provides an overview of Nutrition Education in HuBERT.

Overview

We are required to provide, or make available to our participants, Nutrition Education at each certification and at least quarterly during the cert period. How it is documented is determined by each Local Agency.

The Nutrition Education screen in the Guided Scripts and Participant Folder is one option a Local Agency may choose to use.

Transition Slide

Let's take a look at the Nutrition Ed tab in the CGS first.

CGS

If our agency uses the Nutrition Education screen to document its education contacts, which for the sake of this training module we will assume, its documentation **is required** but the documentation itself does not need to occur, or be completed, while in the guided scripts.

However, we can start our documentation while in the CGS if that is helpful and/or works for us.

Go ahead and click on the link.

<no audio> Click the **Nutrition Education** link.

NEC

The Nutrition Education Contact screen opens, which displays previous contacts and allows us to add additional contacts, including: Materials Given, Individual, Goal Setting, Group Education and Referrals to Peer Counselors.

Same

All topics or options within these contacts are the same throughout the state.

Ed Contacts

Education Contacts is an umbrella heading for Individual, Group Ed, and Goals, while Peer Counselor Referrals and Materials are listed separately.

Let's add an Individual Contact.

<no audio> Click the **Add Individual Contact** button.

Contact Date – placed correctly (have to view in browser)

The Contact Date defaults to the current date.

It can be changed in instances whereby we don't complete our Nutrition Ed documentation on the date it was provided.

The date must fall within the most recent cert period and cannot be a future date.

The "Created On" date is the date the documentation was recorded in the system and the "for" date is the date the actual Nutrition Ed was provided.

The two dates allow us flexibility in WHEN we document Nutrition Ed and helps tie it back to the date it was actually provided when necessary.

Type

The Type drop-down has two options and defaults based on where it's opened: If opened in the Cert Guided Script, or CGS, it displays Primary Contact (at Cert, Recert) and if opened in the Participant Folder...

<no audio> Click The Type drop-down.

Secondary

…it will default display **Secondary Contact (at Benefit Pick-up).**

<no audio> Click the Type drop-down again to close it.

Topic Response

The Topic Response when opened in the CGS is either the default Topic(s) or Client Refused, which we'll talk about in a couple of minutes.

The Topic(s) Discussed grid is a multi-select list of possible subjects, which is based on our participant's WIC Category.

They are categorized under headings that include: CERTIFICATION, NUTRITION TOPICS…

<no audio> Click below the scroll bar.

Headers

<no audio> Click below the scroll bar.

Sort

..and HEALTHY HABITS.

These headers should not be selected.

The numbers and letters simply allow the subject to display in a desirable order.

Let's select some topics.

When documenting in the Nutrition Ed screen, we only want to document items that were **actually** discussed and address the primary topics.

Discussion

For instance, if we had a discussion with Jerry's mom about dental health, providing water, and limiting juice and mom also asked about well-child checks/immunizations, we would want to select these subjects from the list. Go ahead and do that.

<no audio> Select **Dental Health/Fluoride.**

Select Topics

<no audio> Select **Water.**

<no audio> Click above the scroll bar.

Select Topics 1

<no audio> Select **Limit amount of juice.**

<no audio> Click above the scroll bar.

Save Topics

<no audio> Select **Well-child Checks/Immunizations.**

…and click OK to save our selected topics.

<no audio> Click the **OK** button or press the Enter key.

Ind Contact

Our selected topics display beneath an Education Contact with today's date.

Next, let's take a look at the Materials Given.

<no audio> Click the **Add Materials Given** button.

Materials

The Material Date follows the same rules and our materials are, again, based on our participant's WIC Category.

Materials include tangible items provided to a participant such as education cards, brochures, handouts, cookbooks…

<no audio> Click below the scroll bar.

Materials 1

…Newsletters, resource lists, handbooks, and the WIC shopping guide.

Transition Slide

<transition>

Suggestions

We should note that topics and materials can be added to these statewide lists. Local Agencies can make suggestions using the HuBERT Local Agency Change Request form found on the WIC Tools page of the MDH WIC website.

Suggestions are brought to the Nutrition Education Workgroup, which consists of State and Local Agency staff and are added if determined appropriate for most agencies.

<slides transitions>

Select Materials

Considering the topics we discussed, we provided a dental brochure and the I'm Thirsty education card. Let's select these.

<no audio> Select the **Dental or Oral Health brochures.**

<no audio> Click above the scroll bar.

Save Materials

<no audio> Select the **CH Card: I am Thirsty**.

<no audio> Click the **OK** button or press the Enter key.

Materials Given

Our selected materials display beneath the Materials Given heading with today's date.

Next, let's take a look at setting a goal. Click the Add Goal Setting Contact button.

<no audio> Click the **Add Goal Setting Contact** button.

Add Goal

Goal Setting, which is an optional tool, functions a little differently in that only one goal can be added per contact date.

Go ahead and open the Goal drop-down list.

<no audio> Click the **Goal** drop-down list.

Select Goal

Again, our goals are based on WIC Category and tend to be general goals.

The goal mom set for herself was to offer water to Jerry daily. Go ahead and select that from the list.

<no audio> Click below the scroll bar.

Select Goal 1

<no audio> Click below the scroll bar.

Select Goal 2

<no audio> Select **Offer water daily.**

Result

The **Result** is set the next time we talk with mom about Jerry when we assess how the goal was met.

Click OK to save our goal.

Edit/Delete

And the goal that mom set for herself displays under Education Contacts along with a place holder for the goal result that we'll select next time we see them.

The Edit and Delete buttons are enabled when we select, or highlight, an education contact that we added today since these contacts can only be edited or deleted on the same date they were created.

Disable Buttons

<no audio> Click on the **Individual – Secondary Contact created on 11/13/19** to highlight it.

<buttons disable>

<no audio> Click on the **Individual – Primary Contact created on 2/27/20** to highlight it.

Enable Buttons

<buttons enable>

Go ahead and click the **Edit Contact, Material or Referral** button.

<no audio> Click the **Edit Contact, Material or Referral** button.

Edit

The Edit Individual Nutrition Education Contact opens with our topics default-selected.

We can update the Contact Date or add or remove selected topics.

To remove, we simply click on the selected topic again so that it is no longer highlighted.

Edit 1

<no audio> Click on **Dental Health/Fluoride** to remove the highlight**.**

To save our edit, we would click the OK button…

<red mouse clicks OK>

Remove Topic

…and it is removed from the Education Contacts in the grid.

<transition back to edit screen>

Cancel Edit

But let's click Cancel instead.

<no audio> Click the **Cancel** button.

Delete

If we wanted to delete one of our contacts we created today, we would ensure it is highlighted and then click the Delete button.

<no audio> Click the **Delete Contact, Material or Referral** button.

Delete Msg

The validation message displays asking if we are sure and if we were to click Yes...

<red mouse clicks Yes>

Deleted

…it would remove the contact from the grid.

<transition back to delete validation message>

Cancel Delete

But let's click No instead.

<no audio> Click the **No** button.

Let's take a look at the rest of the functionality while in the Participant Folder.

Click the Close button to save our Nutrition Ed contact.

<no audio> Click the **Close** button.

Close CGS

We've finished the CGS…

Open NE Tab

<transition to Participant Folder>

…and returned to Jerry's participant folder.

Go ahead and click on the Nutrition Education tab.

<no audio> Click the **Nutrition Education** tab.

NE Tab

The Contacts we created in the CGS display in the grid.

The Nutrition Ed Contacts are different from other information we enter into the CGS because we can edit them in the participant folder on the same date they were created, even though they were created in the Guided Script.

The Edit and Delete buttons are initially disabled but if we were to click on any one of today's contacts to highlight it…

<no audio> Click on the **Individual – Primary Contact created on 2/27/20** to highlight it.

Buttons in PF

…the buttons become enabled.

So, now let's take a look at the Nutrition Ed tab for a participant who isn't currently certified.

Transition Slide

<transition to Participant Search screen>

Scenario 1

Allie Oop's certification has expired.

Go ahead and open her participant folder.

<no audio – hint after 5 seconds> Double-click on Allie's row in the Participant List or click the Open Participant Folder icon.

Cursor

<cursor spins>

Open NE Tab 1

And open her Nutrition Ed tab.

<no audio – failure hint> Click the **Nutrition Education** tab.

Disabled NE Tab

Notice that all of the buttons are disabled.

A Nutrition Ed contact can only be added in the Participant Folder if the participant is in a current certification period.

Transition Slide

<transition to Participant Search screen>

Scenario 2

So let's take a look at Cari Bou who we are contacting for a nutrition ed visit.

Go ahead and open her participant folder and then the Nutrition Ed Tab.

<no audio – hint after 5 seconds> Double-click on Cari's row in the Participant List or click the Open Participant Folder icon.

Cursor

<cursor spins>

Open NE Tab 2

<no audio – failure hint> Click the **Nutrition Education** tab.

Last NEC

At Cari's last Nutrition Ed visit in November, the person who saw her recorded an Individual – Secondary contact, set a goal and provided some materials.

In order to provide continuity of care, we need to see what was discussed at Cari's last nutrition ed visit so let's expand the November 6, 2019 nodes.

<no audio> Click the **+** next to the **Individual – Secondary contact created on 11/6/19**.

Last Goal

<no audio> Click the **+** next to the **Goal Setting contact created on 11/6/19**.

Last Material

<no audio> Click the **+** next to the **contact created on 11/6/19 under Materials Given**.

Last Contacts

After an interactive exchange about how she was progressing with her goal to limit Cari's milk consumption to 16 oz per day, and since she felt she was doing well on some days but not so well on others, mom wants to continue working on this goal.

Edit Goal

Although the goal itself cannot be edited, we can edit the contact to add our goal results.

To do that, we click on the goal we want to add our result to, which enables the Edit Contact, Material or Referral button.

<no audio> Click on **the Goal created on 11/6/19** to highlight it and enable the **Edit Contact, Material or Referral** button.

Edit Goal 1

<no audio> Click the **Edit Contact, Material or Referral** button.

Goal Disabled

As we indicated, the goal itself is disabled.

Let's click the Result drop-down.

<no audio> Click the **Result** drop-down.

Results

The results are the same for all participants.

Since mom wants to continue working on this goal, we'll select Goal Continues.

<no audio> Select **Goal Continues.**

Save Result

And click OK to save our result.

<no audio> Click OK or press the Enter key on the keyboard.

Previous Result

We can also update or edit previous goal results.

For instance, during our discussion mom also said that she has been offering water between snack-times every day and that Cari has even started asking for it instead of juice or milk.

Since this was one of her previous goals, let's look at its current result.

<no audio> Click on + next to the **Goal created on 5/22/18.**

Edit Previous Result

Go ahead and update this goal result to Goal Met.

<no audio – failure hint> Click on the **Goal created on 5/22/18** to highlight it.

<no audio – failure hint> Click the **Edit Contact, Material or Referral** button.

Edit Previous Result 1

<no audio – failure hint> Click the **Result** drop-down.

<no audio – failure hint> Select **Goal Met.**

<no audio – failure hint> Click **OK** or press the Enter key.

Edited Result

<Well Done!>

Let's take a look at adding an individual contact in the Participant Folder.

<no audio> Click the **Add Individual Contact** button.

Ind. Topics

Notice the Type defaults to Secondary Contact.

Our topic categories, which we never select, for Secondary Contacts are NUTRITION TOPICS and…

<no audio> Click below the scroll bar.

…HEALTHY HABITS. It does not include CERTIFICATION topics.

If we were adding or editing our Ed contact in the Participant Folder for a Certification, we can, and should, select the Primary Contact from the Type drop-down.

Go ahead and do that.

<no audio> Click the **Type** drop-down.

Primary Contact

When Primary Contact is selected, the topics and categories we saw earlier in the CGS display in the grid.

Transition Slide

<slide transitions back to Secondary Contact>

Topic Response

Now let's talk about the Topic Response section.

Nutrition education is a cornerstone to the effectiveness of WIC. However, occasionally, a participant may decline nutrition education, which doesn't affect their eligibility but may affect how we document their Nutrition Education.

If a participant refuses nutrition education, we can select the **Client Refused** radio button indicating that although nutrition services were provided, they were declined by the participant.

The **No Show** radio button is an option to document participants that don't return for nutrition contacts. If an agency schedules nutrition visits, an agency may choose to use this radio button to help track these contacts.

Topic Response 1

Clicking on either radio button will cause the list to become disabled.

<no audio> Click the **No Show** radio button.

<list is disabled>

<no audio> Click the **Client Refused** radio button.

<list is disabled>

Client Refused

And if we were to click OK…

Client Refused 1

…the topic response is documented under the Education Contacts.

<slide transition back to Add Individual NE Contact screen>

But, our participant didn't refuse education so let's click the Cancel button.

<no audio> Click the **Cancel** button.

Add Group Ed

We can also document a group education contact in the Nutrition Ed tab.

Go ahead and click the button.

<no audio> Click the **Add Group Education Contact** button.

Group Ed

Group Ed can only be offered at secondary contacts, which is why the type is disabled.

Like other contacts, the topics are the same for all agencies statewide and are based on the participant's WIC Category.

Options for Education Choice, Phone Follow-up and wichealth.org, are found here.

The Topics in the grid should include most of the wichealth.org lessons currently available. But new lessons are added to wichealth.org regularly and if not found here, the lesson completed can be documented in a note instead.

Wichealth.org

Cari's mom printed a certificate for the Fun and Healthy Drinks for Kids lesson and brought it with her.

So, we want to document that she completed this lesson on wichealth.org.

Let's do that.

<no audio> Select **wichealth.org**.

<no audio> Select **Fun and Healthy Drinks for Kids** lesson.

<no audio> Click OK or press the Enter key.

Group Ed Added

<pause for shape to display>

We have one more type of contact that we can document in the Nutrition Ed Tab: Refer to Peer Counselor.

Refer to Peer

Sadie Word is a pregnant woman who is interested in peer breastfeeding services.

Let's add a contact.

<no audio> Click the **Refer to Peer Counselor** button.

Peer Contact

The Referral Date functions the same as other contacts.

The Reason for Referral is the same list for all types of participants.

For agencies who provide breastfeeding peer services, we can indicate the general reason, or reasons, why the participant was referred to a peer counselor.

Go ahead and select Pregnant: 1st time mom and interested in peer services.

<no audio> Select **Pregnant: First Time Mom.**

Peer Contact 1

<no audio> Select **Pregnant: Interested in peer services.**

Save Peer

And click OK to save our contact.

<no audio> Click OK or press the Enter key.

Peer

Our selected referrals reasons display under Education Contact for the current date.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.