

## wichealth.org Implementation

### Questions and Answers

#### **1) Q. What is wichealth.org?**

A. It is an Internet based system for use by WIC clients in completing their low risk secondary nutrition education. This system was developed by a multi-state consortium of state agency WIC offices and is housed and managed by Western Michigan University. Kansas joined this system effective September, 2011. The state agency pays the applicable costs for this system.

#### **2) Q. Is it required that all WIC agencies implement wichealth.org?**

A. No, it is optional.

#### **3) Q. If an agency does implement wichealth.org, are all WIC clients required to use it?**

A. No. The learning modules meet the requirements for low risk secondary nutrition education only. In addition, a client must have access to the Internet. Agencies can target the use of wichealth.org for only those clients that are interested and seem motivated to use this nutrition education method. High risk clients are required to have an appointment with the WIC RD to meet the requirements for their secondary nutrition education.

#### **4) Q. Can wichealth.org be the only nutrition education option offered to low risk clients?**

A. No. An agency must have at least one other nutrition education option available to low risk clients. Examples of other low risk nutrition education options include: interactive centers, self study notebooks, classes, NEi (individual counseling by a CPA),etc.

#### **5) Q. How does a client access wichealth.org?**

A. A client needs to be assigned an ID number that they will use to set up their individual wichealth.org account. We will be using KWIC client ID numbers for this purpose. If there is an adult client in the family group, assign the adult KWIC client ID for their use with wichealth.org. If there is no adult client in the group, assign the youngest child's KWIC client ID as the wichealth.org ID number.

Each client group will only need one wichealth ID number, unless multiple adults will be completing the WIC nutrition education requirement. In the case of multiple adults completing the group's WIC nutrition education, use the next oldest child's KWIC ID number for the second adult. If there is only one WIC client in the group, but more than one adult will be completing the WIC nutrition education, contact the SA for additional guidance.

It will be helpful to the client to write down the assigned ID number for their wichealth.org account in their client program booklet and/or on the bookmarks that are available to LA's via the WIC Publications Order form. Both of these items have a blank space for the ID number.

**6) Q. Should LA WIC staff have their own wichealth.org account?**

A. Yes, all LA WIC staff that will be scheduling appointments, documenting nutrition education, assigning wichealth.org ID numbers and certifying clients will need to have their own wichealth.org account. Send an email to: [help@wichealth.org](mailto:help@wichealth.org) to request an account.

A supervisor can send a request for accounts for multiple people, however, an email address needs to be supplied for each person that needs an account.

When there is staff turnover, a request will need to be made for a new account for the new staff person.

**7) Q. How do I make a Nutrition Education appointment for a client that will be using wichealth.org?**

A. Make a NE+ appointment for the client in approximately 3 months. On the Reminder tab in KWIC choose the reminder: [wichealth.org](http://wichealth.org). This will help identify those clients that had planned on completing their nutrition education via wichealth.org. Or another option is to use the Special Needs Field on the Demographics tab and enter "wichealth.org for NE+" (or something similar).

Explain to the client once they complete a lesson they can print their certificate or have it emailed to your clinic. Clients will be able to choose your clinic from a drop down list in wichealth in order to have the certificate sent via email.

**8) Q. How can I find out the email address listed for our clinic that a client can choose to have their certificate sent?**

A. You will need to send an email to [help@wichealth.org](mailto:help@wichealth.org).

**9) Q. Is there a way to test emailing a certificate to our clinic?**

A. Yes, you can use the state demo account. This account allows staff to be able to login with a client account. This account should only be used if the staff needs to see the client profile, look at the agencies and clinics that appear in the drop down in the *Edit Profile* section, or **test an emailed certificate**. This account can be accessed on the wichealth.org website using the following:

- > User Name: kansas
- > Password: wichealth

Once logged in, select *Edit Profile* and change the agency and clinic choice to your clinic. Then, you can either select one of the completed lessons and choose *email certificate* or complete a lesson and once it is completed, select *email certificate*.

**10) Q. When the client returns to the clinic, what do I need to do?**

A. Ask the client/caregiver if an Internet lesson was completed on wichealth.org

**a. If the client/caregiver says yes:**

- i) Ask to see the certificate or pull it up through the email. If the client didn't print it or email it, the WIC staff will have to login to their wichealthsupport.org account, choose *Client Search* and enter the client's wichealth ID number to check if that client completed a lesson.
- ii) Once the title of the lesson is known, document its completion in KWIC through the *Nutrition Education Topics* tab and select the lesson for the **correct** client. (All lessons are listed under wicH.org in the drop down list.)
- iii) Ask the client if they have any questions about the lesson or want to discuss the lesson. If yes, and you can't answer the question, have them see a CPA either today or make an appointment. Read the goal the client set (it is printed on the certificate) and ask the client how they are doing with meeting their goal. If it seems that it would be helpful to document anything the client discussed, do so in KWIC in a Note or under the Goals tab. **Asking if the client has questions and how they are doing with their goal are an integral part of the process. These steps are required by USDA in order for the lesson to be considered complete.** It is optional to document the goal in KWIC.
- iv) Complete the check pick-up for the client.
- v) Clinics are not required to keep copies of completed certificates on file.

**b. If the client/caregiver says no:**

- i) Encourage the client/caregiver to complete an alternative form of NE+, e.g. interactive center, self-study notebook, etc. and document its completion in KWIC.
- ii) Complete the check pick-up for the client.

**c. If the client/caregiver continues to refuse to complete any form of NE+:**

- i) After check pick-up is complete, document the outcome of the appointment in KWIC as *No Show* or *Refused*. It is important to document the outcome after printing checks, or the outcome will be changed to *Complete* when the checks are printed.

**11) Q. Are particular client categories (pregnant, infant, child, etc.) supposed to complete certain wichealth modules (Baby's First Cup, Food Safety for Moms-to-Be)?**

A. The CPA should review the list of modules with the client and highlight several recommended titles that are especially applicable to their needs. All of the module titles are listed on the bookmarks that are available to LA's via the WIC Publications Order form. Once the client logs into wichealth.org they will be allowed to complete any modules, so recommending particular modules will be helpful. In KWIC, some of the modules are limited to certain client categories:

- *Food Safety for Moms-to-Be* and *A Recipe for a Healthy Pregnancy* are only for pregnant clients.
- *Support for Breastfeeding Moms* is only for breastfeeding clients.
- *Preparing for a Healthy Pregnancy* is only for breastfeeding or post partum clients.
- *Starting to Feed Your Infant Solids* and *Baby's First Cup* are only for infants.
- *Fun and Healthy Drinks for Kids* is allowed for all categories except infants.

**12) Q. Can the completion of one wichealth.org module be counted as completion of more than one client's nutrition education? For example, can completion of the module *Make Meals & Snacks Simple* be considered completion of NE+ for a pregnant mom and both of her children on WIC?**

A. Yes, as long as the module topic is allowed for all of the applicable client categories. This is the same as when a pregnant client completes one interactive center on the topic of *Increasing Fruits and Vegetables* and it counts for the NE+ for a pregnant client and both of her children on WIC.

**13) Q. Are LA's allowed to purchase additional laptops or kiosks for clients to access wichealth.org in the WIC clinic?**

A. No, not at this time. The current funding situation does not allow for this additional expenditure. For agencies that already have a computer or kiosk that is being used for nutrition education, they may continue to use it, but may not replace it.