

# **Low & High Risk Nutrition Education (Secondary Nutrition Education)**

This module applies to the following security roles:  
RN/RD



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This module requires use of the computer and the KWIC Training Application

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## Objectives

Upon completion of this activity, the employee will be able to:

1. Select the appropriate window to complete for the type of nutrition education contact.
2. Correctly document low and high risk nutrition education contacts in KWIC.
3. Correctly document when a client refuses to attend a low or high risk nutrition education appointment.
4. Select the appropriate window to document contacts that are not nutrition education.

**Reading Assignment:**

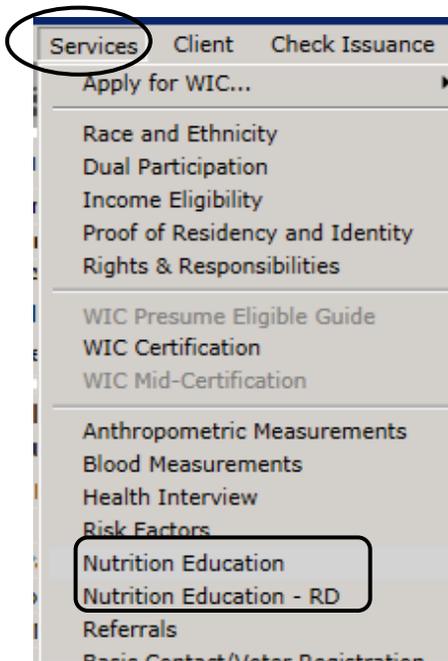
Go to the KDHE Nutrition and WIC web-site at [http://www.kdheks.gov/nws-wic/PPM\\_Table\\_of\\_Contents.htm](http://www.kdheks.gov/nws-wic/PPM_Table_of_Contents.htm) . The Nutrition Education polices are found in the Nutrition Education section. Review:

- NED 02.00.00 Nutrition Education Contacts
- NED 02.02.00 Nutrition Education Contact – Second, Low Risk
- NED 02.03.00 Nutrition Education Contact – Second, High Risk.
- NED 03.00.00 Nutrition Education Methods
- NED 03.01.00 Nutrition Education Methods-Individual Counseling
- NED 03.02.00 Nutrition Education Methods-Group
- NED 03.03.00 Nutrition Education Methods-Individual Self Study

## Introduction

Very simply, secondary nutrition education contacts are the nutrition education visits offered between the certification visits. These visits are referred to as low risk and high risk nutrition education. The policies in the reading assignment contain specific information about when these visits are to be offered and the type of visit required, depending on the risk status of the client.

This module describes how to document low and high risk nutrition education contacts for low risk and high risk clients. Refer to the Class Management module for information about documenting attendance at classes.



KWIC has two windows located on the Services menu that are used for secondary nutrition education contacts.

- **Nutrition Education** - used to document secondary nutrition education (other than classes) provided to low risk clients.
- **Nutrition Education - RD** – used to document individual secondary nutrition education provided to high risk clients. (RD means Registered Dietitian.)

These two choices have the exactly the same windows as the Nutrition Education Window that you learned to use at certification in the Certification Guides training module. You already know how to use the window. We will review them in this module, but focus on when you use them at times other than certification.

## Nutrition Education Window

The **Nutrition Education** window is used to document individual secondary nutrition education provided to **low risk** clients.

It can be used by a:

- RN or RD to document completion of an individual secondary nutrition education appointment (NEI appointment...Nutrition Education – Individual). Other windows will likely be used as part of an NEI appointment. For instance, there might be measures, notes, referrals, etc. Clerks should not document completion of this kind of an appointment because the appointment must be with the RN or RD, who would document it themselves during the visit.
- Clerk, RN or RD to document completion of an interactive center, self-study notebook, self-study computer lesson (wichealth.org). (NE+ appointment.)
- RN for a high risk client when the dietitian unexpectedly could not be at clinic. Rather than cancel all of the high risk appointments, a nurse saw the clients scheduled to have RD appointments. If this is done, the nurse should make a note in the client record that states why a nurse completed the secondary education for the high risk client. (This would be a rare occurrence. The WIC Coordinator should make the decision to have a nurse see the clients or reschedule the RD appointments to another day.)

- RN or RD to document nutrition education that was provided during an unplanned contact (no appointment). Such a contact can also be simply recorded in Notes. For example:
  - A breastfeeding client stops by the clinic to get a breast pump. The nurse provides the pump and counseling on use.
  - A breastfeeding woman in clinic for check pickup has started to provide some formula. The clerk refers her to the nurse for counseling about breastfeeding and assigning an appropriate formula food package. (In this case, the nurse would also open the Health Interview window to change the breastfeeding and formula information, and should make a note about how much formula is being used, etc.)
  - A client brings her baby to check pick-up and asks for the baby to be weighed. The dietitian weighs the baby and briefly talks with the mom about infant feeding. (In this case, staff would also use the Anthropometric Measures window to record the weight.)

## **Documenting Individual Low Risk Nutrition Ed (NEI)**

A NEI appointment is scheduled for a low risk client when there are reasons to have a low risk client meet individually with the nurse or dietitian. Reasons vary, but here are some examples.

- There is a high risk client and low risk client in the family due for secondary nutrition education the same day. The clinic policy is to have the dietitian see them both. (The low risk client should have a NEI appointment type and the high risk client should have an RD appointment type – both with the dietitian.)
- It is clinic policy to have all breastfeeding moms and babies have an individual visit, even if they are low risk. (Obviously all the high-risk breastfeeding women and infants would be scheduled for a visit with an RD or IBCLC.)
- There is some circumstance that makes WIC staff want this low risk client to have a one-on-one visit.

This procedure is also used for an unscheduled nutrition education contact such as when a breastfeeding woman calls with problems and receives counseling over the telephone.

Special note: An International Board Certified Lactation Consultant (IBCLC) who is not a RD may also complete high risk nutrition education appointments for a breastfeeding woman or infant who are at risk due to breastfeeding problems. In this case, the IBCLC would use the Nutrition Education window rather than the Nutrition Education-RD window.

## To Document Completion of a NEI Appointment

1. Use **Find Client** to locate the child, **Arthur Asparagus**, and retrieve his record. Look at his Client Header and notice that there is **no HR**, so he is low risk.

<b>Arthur Asparagus</b> 10358489 Gender Male DOB 05/23/2009, 4 Years 0 Months	<b>WIC Active C</b> Cert. Period 02/10/2013 to 08/31/2013 Priority 5
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2. Look at Notices, Demographics, and Reminders. Determine if there is any important information for this visit or if information needs to be updated.
3. No anthropometric or blood measurements are taken for Arthur today. But if needed, enter on the **Anthropometric Measurements** and **Blood Measurements** window. (Open from Quick Links or the Services menu.)
4. From Quick Links or the Services menu, select **Nutrition Education**. The Nutrition Education window opens.
5. Notice that the Nutrition Education window is the same window you've seen in the WIC Certification Guide module! There are three buttons: Topics, Handouts, and Client Goals.

**Arthur Asparagus** WIC Active C  
10358489 Gender Male Cert. Period 02/10/2013 to 08/31/2013  
DOB 05/23/2009, 4 Years 0 Months Priority 5

Nutrition Education: Topics Handouts Client Goals  
Currently Viewing: Topics

**Available Topics**

- Breads, grains and cereals
- Breakfast
- Breastfeeding
- Calcium
- Choking hazards
- Connection between WIC foods and health
- Constipation
- Dairy products
- Dangers of alcohol, tobacco, and other drugs
- Dental health
- Diabetes
- Diarrhea

**Client's Risks**

- Feeding Sugar-Containing Fluids
- Inappropriate Use of Bottles, Cups or Pacifiers

**Discussed Topics**

Recorded	Discussed Topic
04/13/2013	Dental health
02/10/2013	Choking hazards
02/10/2013	Dental health
02/10/2013	Food Guide Pyramid
02/10/2013	Picky eaters

**Classes**

Date	Class
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Save Cancel

You can move topics in the mover box by either:

- Clicking once on the topic, then clicking the arrow between the two sides, or
- Just double-clicking on a topic.

6. Click on each button and review the information documented during Arthur's certification visit. **Enter new information for Arthur as might have occurred at the appointment.** For instance you might discuss another topic, give another handout, and update progress on the Client Goal. If you use "Other" as a topic, be sure to document what "Other" was in Notes. Save and Cancel to close.

To create a Nutrition Education contact in the client history, you must add something on at least one of the three windows of **Nutrition Education** and save.

7. Open the **Notes** window from Quick Links or select it from the Services menu. Title the note something descriptive like NEI. Enter progress notes such as what the mother said about how the child was eating, etc. You do not need to repeat information documented in other windows. **Enter a note that would be appropriate for Arthur.** Save and Cancel to close.
8. If referrals are made, open the **Referrals** window. Review previous referrals. Update as appropriate. **No new referrals were made for Arthur today.**
9. View the contacts records for Arthur at today's visit using View History under the Client menu. **Open these history windows just to notice how what you entered today looks.**
  - a. Client / View History / Contact
  - b. Client / View History / Nutrition Education / Topics
  - c. Client / View History / Nutrition Education / Handouts
  - d. Client / View History / Nutrition Education / Client Goals
10. Issue checks as needed, along with an appointment for the next visit. (Or issue a Termination letter if these are the client's last checks and they will be categorically ineligible, e.g. a child turning five years old.) **Assign a food package and print checks for Arthur.**
11. Close the Asparagus group record.



## Documenting Individual Self-Study Low Risk Nutrition Ed (NE+)

Remember that clerks may (and usually do) enter this information.

Each clinic decides exactly how to assign and record specific individual self-study nutrition education (e.g., interactive centers, self-study notebooks, self-study computer lessons). Variations in the procedure are allowed as long as a Nutrition Education contact is documented. This module will present a general example. **Talk with your WIC coordinator to learn your clinic's exact procedure.**

Each clinic must have a procedure in which:

- Certifying staff are to assign the appropriate interactive centers or self-study notebooks at the time of certification. If a clinic uses wichealth.org computer lessons, clients are given access information.
- An NE+ appointment is made for the appropriate month.
- Clerks can see what was assigned for the client when the client returns for the NE+ appointment so they can direct the client to the correct center or provide the correct self-study notebook.
- Staff (usually clerks) document attendance before checks are issued as specified by clinic procedure, within state guidelines. (Instructions about what to do if a client refuses to participate are located later in this module.)

To document a Nutrition Education contact in KWIC, the Nutrition Education window must be used and a change made on at least one of the three windows – Topics, Handouts, or Client Goals. For a NE+ appointment, the change is usually just made on Topics, although one can also enter any handouts that the client took from the interactive center (if known.) Client goals can also be used to document the goal the client makes based on the information learned.

In the procedure for most clinics, WIC staff with KWIC Administrator security status will enter the exact titles of the interactive centers/displays and self-study notebooks (if used) in the Staff Reminders and Topics lists. Because these lists display alphabetically, it is a good idea to start every title with initials that signal the staff that this reminder and topic is an interactive display title. For example, one clinic uses IC for interactive center and NB for self-study notebooks. So an interactive center might appear in the Staff Reminders list and Topics list as “IC – Fun with Fruits and Vegetables”.

All the wichealth.org computer lesson titles are already entered for your use. You can find them in the list starting with “w”.

**Nutrition Education:** Topics Handouts C  
Currently Viewing: Topics

**Available Topics**

Weaning
Weaning from the bottle
Whole Grains
wicH.org-Be Healthy As Your Baby Grows
wicH.org-Be Healthy with Fruits and Veggies
wicH.org-Build Strong Kids with Dairy Foods
wicH.org-Choose MyPlate to Build a Healthier Family
wicH.org-Eat Well Spend Less
wicH.org-Farm to Family: Keeping Food Safe
wicH.org-Fruits and Veggies Grow Healthy Kids
wicH.org-Fun and Healthy Drinks for Kids
wicH.org-Happy, Healthy, Active Children
wicH.org-Healthy Whole Grains
wicH.org-Help Your Child Make Good Eating Choices
wicH.org-Keep Your Family Safe From E.Coli
wicH.org-Make Meals & Snacks Simple
wicH.org-Make Mealtime a Family Time
wicH.org-Meatless Meals for Busy Families
wicH.org-Secrets For Feeding Picky Eaters
wicH.org-Trust Your Child To Eat Enough



Time out - What is this wichealth.org computer lesson thing?

Use is optional so your clinic may or may not be using the computer lessons. Ask your supervisor. For more information, see the Kansas WIC Program website [Training Page](#). Scroll down to “2011 wichealth.org” for more information.

- At the certification appointment:
  - The nurse or dietitian marks NE+ on the Flowsheet in the appropriate month and adds a Staff Reminder with the title of the interactive center/display or self-study notebook to be assigned. Some clinics only have one option appropriate for a client category so staff just uses the titles for future months provided by the LA Nutrition Services Coordinator.
  - The clerk looks at the Flow Sheet and makes a NE+ appointment for the next visit.
  
- When the client returns for the NE+ appointment, the clerk:
  - Looks at the Reminder window (or title provided by the local agency Nutrition Services Coordinator) to see what display, etc the client is to complete.
  - Invites the client to complete the low risk nutrition education.
  - Interacts with the client to clarify content and help client set goals and/or a plan to change a health behavior as directed in the lesson plan.
  - After completion, documents in KWIC by retrieving the client’s record, opening **Nutrition Education to Topics** and moving the appropriate title.
  - Issues checks as needed, along with an appointment for the next visit as indicated on the Flowsheet. (Or issues a Termination letter if these are the client’s last checks and they will be categorically ineligible, e.g. a child turning five years old.)

Some clinics may have somewhat different procedures. For example:

- One clinic might also have the clerk use the **Notes** in addition to **Topics**.
- If the clinic does not add specific titles to the Topics, the clerk must make a specific note of the title of the interactive center or self-study module in a note. If this is part of the procedure, it is a good idea to use the interactive center title in the note title, such as “Display – Smart Snacking.” Then for the body of the note, you can simply enter “Done”. Because the titles show in the list of notes, you can tell at a glance what center was completed. The Notes field is continuous, so you will be able to view all notes written for previous certification periods on this window.

In summary, clinic procedure may vary as long as there is:

- A topic moved in Nutrition Education so a Nutrition Education contact is made in the client’s history.
- The exact title documented somewhere in the client record (either Topic or Note) so staff can see exactly what display/notebook the client completed.

## Nutrition Education – RD Window

The **Nutrition Education – RD** window is used to document individual secondary nutrition education provided to **high risk** clients by the dietitian. Other windows will likely be used as part of a RD appointment. For instance, there might be measures, notes, referrals, etc.

KWIC limits use of the **Nutrition Education – RD** window to those with Registered Dietitian security clearance because Kansas WIC policy requires that secondary nutrition education for high risk clients must be done by a dietitian licensed in Kansas.

On the Flow Sheet, this type of visit is labeled “High Risk (RD)” and in the Appointment Book the code is “RD”.

The screenshot shows the client header for Amy Artichoke. The header includes the following information:

- Amy Artichoke**
- 10358834 Gender Female
- DOB 05/30/2013, 0 Months
- WIC Active I
- Cert. Period 06/01/2013 to 05/31/2014
- Priority 1 **HR** (circled in red)

Below the header, there are two tabs: "Assign Risk Factors" and "Notices". The "Assign Risk Factors" tab is active, showing a list of available risk factors and a table of assigned risk factors.

Available Risk Factors	
Feeding a Sub for Breastmilk/Iron Fort Formula	
Inappropriate Use of Bottles or Cups	
Inappropriate Introduction of Complementary Foods	
Feeding Practices Disregarding Developmental	

Assigned Risk Factors	
06/01/2013	Breastfeeding Infant
06/01/2013	Low Birth Weight
06/01/2013	Prematurity

The policy [NED 02.03.00 Nutrition Education Contact – Second, High Risk](#) lists all the conditions that classify a WIC client as high-risk. All the risk factors that are high risk display as pink in the KWIC Assign Risk Factor screen. When those risk factors are assigned, KWIC identifies the client as high risk with a red “HR” on the Client Header. Similarly, if staff assign “Professional Discretion High Risk”, KWIC identifies the client with a red “PDHR”.

**Why is this window called Nutrition Education – RD instead of Nutrition Education – High Risk?** WIC staff members try to avoid using the term “high risk” around clients. It is a term we use to categorize clients into the group who gets secondary nutrition education with the dietitian – someone more specialized in nutrition than the nurse. But the term “High Risk” can alarm or confuse clients. Avoid saying to a client, “You have a high risk appointment”. Instead try words that might be less alarming such as, “We’ll schedule you with the dietitian for your follow-up nutrition education so she can talk with you.”

## To Document Completion of a RD Appointment

*If you are the dietitian doing a high risk secondary nutrition education appointment, be sure that you open the select **Nutrition Education – RD**.*

- Notice that the Nutrition Education – RD window is not available in the Quick Links. It must be opened from the Services menu.
- Remember that in the training environment, all trainees can open all windows. In the real clinic, only those with RD security clearance will be able to open this window.

The Nutrition Education – RD window is the same window you've seen in the WIC Certification Guide module and in the first section of this module so they won't be repeated here. However it is more likely in the course of a high risk visit that additional information will need to be entered, e.g. weight, length/height, hemoglobin. The RD is likely always going to enter progress notes such as what the client said about how she was feeling, her diet, etc. After reviewing information documented during the certification visit, the RD might discuss another topic, give another handout, and update progress on the Client Goal.

To create a Nutrition Education - RD contact in the client history, you must add something on at least one of the three tabs in Nutrition Education – RD and save.



## Skill Builder

### Secondary NEI Visit for a Breastfeeding Woman & RD Visit for a Breastfed Infant

Alice Artichoke is a Breastfeeding woman who is low risk. Her infant, Amy Artichoke is high risk. Alice has a NEI appointment with the dietitian because Amy needed an RD appointment and it was best to have them both see the RD even though Alice is low risk.

1. Complete Alice's NEI visit. *Open the **Nutrition Education** window.* Review Alice's risk factors and the nutrition education that was provided at certification (Review Topics, Handouts, and Client Goals.)

Use the **Nutrition Education** window to document an appropriate nutrition education contact based on her risk factors, past nutrition education, notes, and the information below.

Topics: You select some appropriate topic from the list and document.
---

Handouts: You select some appropriate handout from the list and document.
---

Client Goals: The past staff member did not do a very detailed documentation of "Ways to meet goal." Update the goal with something appropriate that you make up.
---

Use **Notes** to make a note with this information.

Note: Doing much better with breastfeeding now. No more soreness. Baby is stronger and growing. Now wants to breastfeed for at least 9 months. Concerned about breastfeeding and work.
--

2. Complete Amy's RD visit. *Open the **Nutrition Education-RD** window.* Review Amy's risk factors and the nutrition education that was provided at certification (Review Topics, Handouts, and Client Goals.) Today her measures are 19 1/8 inches and 6 lb, 6 oz.

Use the **Nutrition Education-RD** window to document an appropriate nutrition education contact based on her risk factors, past nutrition education, notes. In addition to these windows, add a pertinent Note.

# Documenting Refusal to Attend NEI, NE+, RD

When clients are scheduled for NEI, NE+, or RD appointments, they usually will be due for more checks at the same appointment. Occasionally clients will decide that they do not want to participate in the secondary nutrition education. In such situations, the WIC staff should encourage them to complete the secondary nutrition education, but policy clearly states that checks may not be withheld from clients who refuse secondary nutrition education (NEI, NE+, and RD appointments). This will be the duty of clerks in most clinics.

If staff simply issue checks, KWIC will mark the NEI, NE+, or RD appointment as “Complete” whether or not the client actually participated in nutrition education. **To prevent this from happening, staff must mark the appointment outcome as “Refused” in the Appointment book by following these steps.** (Just look at the following screen shots. Do not click along in KWIC.)

1. Click on the client name in the appointment grid to bring up the client appointment detail in the left portion of the window.

The screenshot displays two windows from the KWIC system. On the left is the 'Appointment Book' for Butler County WIC Clinic, showing a grid of appointments. The 'RD' column contains appointments for Knoernschild (8:30 AM), Luark (11:00 AM), and Celery (1:00 PM). The 'Celery' entry is circled in red. On the right is the 'Scheduler' window for Client Connie Celery. The 'Outcome' field is circled in red, and an arrow points from this circle to the 'Celery' entry in the Appointment Book grid. The Scheduler window shows the following details:

- Role: RD
- Time: 01:30 PM
- Duration: 30 minutes
- Client: Connie Celery
- Category: BF
- Type: RD
- Outcome: <none>
- Res:  Res,  Diet,  Sp Auth

2. Click in the Outcome box and click on "Refused".
3. Save so KWIC will mark the outcome as Refused.

Client: Celery, Connie  
 Role: RD  
 Time: 01:30 P  
 Duration: 30 minutes  
 Outcome: <none> (dropdown menu open with 'Refused' circled)

4. Print checks and make the next appointment as usual. It is not required to schedule another high or low risk nutrition education appointment. (The requirement is that clients are offered an appropriate high or low risk nutrition education opportunity.) It is the clinic's discretion to schedule another nutrition education appointment of the same type before recertification.

To see what KWIC has recorded as the outcome of this appointment, go to the Client dropdown menu and select View History / Appointment.

Date/Time	Duration	Location	Role	Type	Outcome
10/01/2007	08:45 am	45	Medicine Lodge WIC Clinic- Jacque C	RD	Refused



**Note:** If you issue checks before marking the appointment as Refused, the appointment will be marked as Complete in KWIC. However, if you go to the Appointment Book and mark the appointment as Refused with these steps, the appointment outcome will be changed from Complete to Refused.



## Pop Quiz

Read the following questions. *How would you document the visit?* The correct answers can be found in the Answer Key on the last page of this module.

1. Jeremy is very underweight and scheduled for a High Risk (RD) appointment with the dietitian today. Mom comes to the clinic for checks, but does not bring Jeremy with her. Mom is willing to stay and talk with the dietitian about his diet.
2. Jeremy is very underweight and scheduled for a High Risk (RD) appointment with the dietitian today. Mom brings Jeremy with her; unfortunately the dietitian has gone home ill and won't be back for 2 months. The nurse has time to take the appointment.
3. In question #4, why would you not just use the Anthropometric Measurements window?
4. In question #4, why wouldn't the nurse use the Nutrition Education – RD window?
5. Shelly is pregnant and at the clinic for a check pick-up. She wonders how much weight she has gained, so the nurse offers to weigh her.
6. In question #7, why wouldn't the nurse just use the Anthropometric Measurements window?
7. Baby Jessica is scheduled for an individual low-risk nutrition education appointment today. Because Jessica's mom always has lots of questions regarding the nutritional needs of her baby, clinic staff scheduled the appointment with the consultant dietitian who is at the clinic today. Where should the dietitian document the visit?
8. Susan comes in for a low risk nutrition education visit. She is schedule for an interactive center titled, "Smart Shopping". The clerk directs her to the interactive center. After Susan has reviewed the center material, the clerk has a short discussion (including goal-setting) based on the interactive instructions of the lesson plan and guidance by the Nutrition Services Coordinator. What is the minimum the clerk needs to document? Where?

## Answer Key

1. Document the visit using the Nutrition Education – RD window.
2. Document the visit using the Nutrition Education window, including in a KWIC Note that the RD was unavailable.
3. We expect the nurse to provide some nutrition education during this visit and not just weigh Jeremy.
4. Only the registered dietitian has access to the Nutrition Education – RD window.
5. Document the visit using the Nutrition Education window.
6. It is expected that the nurse would provide feedback assessing the weight gain and how things are going for the client. So the contact should get “counted” as providing nutrition education even if it was not a scheduled nutrition education appointment. Another option would be to record a note.
7. Baby Jessica is not high risk so the dietitian would use the Nutrition Education window to document the visit.
8. At a minimum, the clerk needs to document the title/topic on the Nutrition Education – Topics window. Local clinic procedure may require the clerk to document more, e.g. the behavioral change goal in Notes or on the Nutrition Ed-Goal window.

The End

