

Staff In-service: Fresh Choices is coming in August! How can we help participants prepare?



Target Audience: Recommended for all WIC staff

In-service overview

The following in-service outline uses a facilitated discussion format. You may use the in-service discussion guide alone or along with a PowerPoint presentation. Information in the PowerPoint is also found in the discussion guide. Additional discussion points are provided that clarifies information found on the slides. Facilitated discussion and using the discussion questions will allow staff to participate in the training, express feelings or concerns about the subject, and contribute to the development of solutions. Facilitated discussions model participant-centered education by asking open ended questions and providing for feedback from staff participating. The in-service has been divided into multiple activities to allow flexibility in scheduling.

Goal: Ensure that WIC staff are able to provide participants anticipatory guidance related to the food packages changes before they occur.

Objectives:

- Staff will use critical thinking skills to identify what is the appropriate food package information for each participant given their unique situation.
- Staff will be able to explain to participants what they can expect when they receive the new food packages in the fall.
- Staff will be able to explain to participants the reason for and use of the medical documentation form.
- Staff will explore ways to communicate food package changes to participants using a participant centered approach.
- Staff will identify strategies for implementing the Fresh Choices changes listed in this in-service.

Materials:

PowerPoint presentation – Fresh Choices Anticipatory Guidance In-service.ppt

Section 1: PowerPoint presentation (Slides 4-7)

Section 2: PowerPoint presentation (Slides 8-12)

- Worksheet, *What information do participants need?*
- Section 3: PowerPoint presentation (Slides 13-24)
- Section 4: PowerPoint presentation (Slides 25-31)
Handout, 2 sided, *Providing anticipatory guidance by participant category and age -Food package handouts and case studies*
Handouts for each category of participant, *WIC food for...* (The English version of these handouts will be available on the website 4/6. Supplies of the English/Spanish versions will be shipped directly to your agency later in April.)
- Section 5: PowerPoint presentation (Slides 32-36)
Handout, 2 sided, *Providing anticipatory guidance to participants with special food packages-Critical thinking and case studies*
- Section 6: PowerPoint presentation (Slides 37-43)
- Section 7: PowerPoint presentation (Slides 44-50)

Presenter Preparation:

- ◆ Read the materials provided and review the PowerPoint slides
- ◆ Information in quotes are talking points to guide the presenter
- ◆ Discussion points that clarify information found on the slides is highlighted.
- ◆ ⇨ Symbol indicates a key point to cover.
- ◆ Arrange meeting time and space for staff
- ◆ If using the PowerPoint presentation arrange for the appropriate equipment.
- ◆ Make copies of the appropriate handouts.

Estimated time: 1.5 to 2 hours, depending on discussion time

Section 1: Overview

PowerPoint slides 4-7 cover the material below.

Introduction: “As we move towards implementing Fresh Choices, we want to spend some time talking about what we can do to help participants prepare for this change. The more we can help them now, the smoother the transition will be for all of us.”

Activity: Review Section 1 of the PowerPoint presentation (Slides 4-7)
Discuss key points.

Key discussion points:

- ⇨ Implementation for Fresh Choices will begin August 2009

- ⇒ The main reason for these changes is to better support the health and nutrition of WIC participants.
- ⇒ As we have seen, most of the foods we offer will still be available. The amounts may change to better support good health. Participants will also benefit from the addition of whole grains and fruits and vegetables.
- ⇒ Critical thinking will help us figure out what information each participant needs.
- ⇒ Review critical thinking if needed.
 - Critical thinking is the process that a certifier uses to determine the best course of action. It includes 4 steps:
 1. Collect all pertinent information from the participant.
 2. Clarify or gather additional details.
 3. Analyze and evaluate all the information you have collected.
 4. Determine the best course of action based on the above.

Discussion questions:

- “What have you been telling participants about Fresh Choices?”
- “What might be our main messages to participants about the reasons for Fresh Choices?”
- “What have we been doing in our agency already to help participants prepare for Fresh Choices?”

Section 2: Providing Anticipatory Guidance

PowerPoint slides 8-12 cover the material below.

Introduction: “We want participants to be prepared for the changes they can expect. Things will be easier if participants understand what is happening. Anticipatory guidance is talking to participants about things that might be of interest to them in the future but they haven’t asked about yet. The guidance needed will depend on the situation of each participant. Critical thinking and the skills we learned in Oregon WIC Listens will help us figure out what that might be.”

Activity: Practice critical thinking by using the worksheet to identify factors to consider. Use the Worksheet - *What information do participants need?*, a flip chart, or dry mark board to record responses to the following questions:

“What are the factors that influence which food package a participant is assigned?”

“What information would a participant need to know about the food package change given that situation?”

Discuss responses.

Alternative activity: Give staff members the worksheet prior to the in-service and let them think about it before coming to the in-service. They can share ideas that they came up with during a group discussion.

Key discussion points:

⇒ Many factors influence food package assignments.

- Some we know from information in our data system like category.
- Many factors have to be discovered from the participant during our assessment process, like risk and special dietary needs.
- Factors influencing food choice such as culture, restrictions based on religion, personal preference, or shopping habits, take some active listening.

⇒ Information that we can provide that might be helpful include:

- What can they expect at their next WIC appointment.
- The foods that they can expect to receive when the change happens.
- What medical documentation they might need.
- Any information specific to their situation that is relevant to food selection.

Section 3: Changes in TWIST

PowerPoint slides 13-24 cover the material below.

Introduction: “Food package assignment happens in TWIST. TWIST will do a lot to make the transition easier for us. Knowing how the food packages will convert in TWIST will make it easier for us to understand what to tell participants.”

Activity: Review Section 3 of the PowerPoint presentation (Slides 13-24)
Discuss key points.

Key discussion points:

⇒ **Change will happen over several months**

- Participants will get their last set of the old food packages when they are seen in May, June, and July.
- Not everyone gets the new food package in August.
- The next time they come in after 8/1/2009 they will be getting all new food packages. The new food packages will be issued to participants when they get their first set of vouchers printed after 8/1/2009.
- ⇒ **Changes in TWIST – Old goes thru 7/31/09**
- ⇒ TWIST screens and food packages will be the same through 7/31/2009.
 - You will not be able to assign new food packages or print new food package vouchers until 8/3/2009.
 - All vouchers printed up to that date will be the old food packages.
 - Example: A participant comes for vouchers in July. You print vouchers for August, September, October. All of those vouchers will be the old food packages.
- ⇒ **Changes in TWIST – New starts 8/1/2009**
- ⇒ Starting 8/1/2009 TWIST will display new screens designed to help you issue the new foods and any vouchers printed will be the new food packages.
 - Example: The participant that got vouchers in July for Aug, Sept, and Oct, will come into the office in October for their first set of new food package vouchers.
 - After 8/1/2009 the old food packages will not be available to assign.
- ⇒ **Think before you print! – can't mix old and new**
- ⇒ We can't mix old food package vouchers with new food package vouchers in the same month.
 - Example: Participant wants to change from the old food package vouchers to new food packages. The entire old food package will be replaced with an entire new food package.
 - You will not be able to replace partial packages of old food packages.
- ⇒ **TWIST – food package conversion**
- ⇒ Future food package assignments will convert on 8/1/2009. Food packages that have been printed will not change, only those that haven't been printed will convert.
- ⇒ When food packages change, TWIST will assign participants the new food package that most closely matches their old package
 - Example: Participants that are on the standard package will be switched to the new standard package for their category.
 - Unusual packages may need to be manually assigned at conversion.
- ⇒ **TWIST – conversion of mom and baby food packages**

- ⇒ Step 1: TWIST will start with the baby's current food package and change them to the closest package appropriate for their age. Then TWIST will change them to the new infant category that matches that amount of formula issuance.
- ⇒ With Fresh Choices, mom and baby's categories have to match.
- ⇒ Step 2: After the infant has converted, TWIST will change the mom to the category that matches the infant's new category, and then change her food package to match her new category.

⇒ Example A:

- Step 1: A 5 mo. old IB baby is getting 8 cans of Similac powder. They will convert to an IBN 4-6 mo. infant getting 8 cans of Similac powder.
- Step 2: The mom was a WB and will change to a WBN with a WBN food package.

⇒ Example B:

- Step 1: A 8 mo. old IN baby is getting 9 cans of Similac powder. They will convert to an IN 7-12 mo. infant getting 7 cans of Similac powder plus infant foods.
- Step 2: The mom was a WN and was terminated from WIC after 6 months postpartum.

⇒ Example C:

- Step 1: A 6 mo. old IB baby is getting 9 cans of Similac powder. They will convert to an IN 4-6 mo. infant getting 10 cans of Similac powder. (Once they turn 7 months, the amount of formula drops to 7 cans.)
- Step 2: No change. The mom was a WB and will change to a WN who will be terminated on the last day of the most future month of voucher issuance.

⇒ The order of change =

1. Infant changes to new food package based on old food package
2. Infant category changes to category matching food package assignment
3. Moms category changes to match infant
4. Moms food package changes to match her new category

⇒ These changes may result in mom's being terminated from WIC after the food package change.

⇒ **TWIST – conversion of special food packages**

- ⇒ Dates on the current Rx pop-up will carry over to the new Med Doc pop-up.
- ⇒ TWIST will change the participant to a food package that reflects the identified special medical formula, but will not have any additional foods.
 - Example: A child on a full package of Pediasure will convert to a food package containing the maximum allowed for Pediasure, but not include any foods.

Discussion questions:

- “Knowing how TWIST will convert to the new food packages, what information do participants need about the food packages between now and August?”
- “What else do we need to know about the way TWIST will convert participants from their old food packages to their new?”
- “What part of this information is the most important?”
- “How will this make a difference in what we say to participants?”
- “How might this make a difference in the way we schedule appointments for participants when they come back after implementation begins?”
- “How might we handle a woman who may be terminated as a result of the category changes with the new food packages?”
- “Thinking about what we have discussed in previous in-services, what would we do differently now that we know how the TWIST conversion process will work?”

Section 4: Discussing the basic food packages for each category and age.

PowerPoint slides 25-31 cover the material below.

Introduction: “Participants are going to want to know about the new food packages they can expect to receive after the implementation takes place. Before we take a look at the handouts available for participants, let’s think about how much information a participant needs now. They may not need or remember details now. Specifics of their food package may be best after TWIST converts their food package and they have vouchers in their hands.”

Discussion questions:

- “Why do participants need information now? How can that information help them?”
- “What level of detail do most participants need now? Specifics about foods? General ideas? The differences between the old and new?”
- “What would you want to know if you were on WIC right now?”

Activity: Review Section 4 of the PowerPoint presentation (Slides 25-31)
Review handout *Providing anticipatory guidance by participant category and age -Food package handouts and case studies*

Examples for the handouts for participants by category and age, *WIC food for...*

You may want to review the infant food package handouts that are part of the *Infant Feeding in-service* put on the website in February.

Complete the case studies

Discuss key points.

Alternate Activity: Case studies may be completed as a group, in small groups, or in pairs. Different groups can each be assigned a different case study. Small groups or pairs can report their results to the larger group.

Activity: Review the food packages for prenatal women and children. Handouts *WIC foods for mom to be* and *WIC foods for children* Discuss any new or different information about the food packages for these categories of participants.

Key discussion points:

- ⇒ When participants are picking up their last vouchers before the change in May, June or July, tell them about the changes to their foods they can expect.
- ⇒ You can use the 1/3 sheet handouts describing the basic food package for each category of participant.
- ⇒ You will match the handout to the category and age the participant will be when they get their new food package, not what they are now.
- ⇒ Some participants may be offered more than one handout – e.g. Fully breastfeeding women with babies older than 3 months may get one for themselves and one for their baby.
- ⇒ The handouts are designed to support our breastfeeding messages.
- ⇒ The handouts give general information about the changes and the standard food packages for each category.
- ⇒ Some situations change rapidly – such as a breastfeeding mom supplementing with formula. Therefore, it may be difficult to predict exactly what food package they will be getting at the time of the change.
- ⇒ The handout for partially breastfeeding babies and moms doesn't give specific information and says to ask their WIC counselor.
- ⇒ We want our anticipatory guidance to support breastfeeding. Think about some of the information discussed in the *Infant Feeding In-service* when deciding what to say to moms.

- ⇒ When you talk to participants with young infants about the new food packages it might be a good time to offer anticipatory guidance about the introduction of solids to infants.
- ⇒ A participant's specific package may be somewhat different than what is listed on the handout.
- ⇒ Specific information about using the new vouchers and the new food list needs to be provided when the participant comes in after 8/1/2009 and has their actual vouchers in their hands.

Discussion questions:

- “What do you notice about the information that is provided for the different category of participants?”
- “What do you notice about the information for postpartum women? How does this support breastfeeding?”
- “How can you phrase this information so it supports breastfeeding and doesn't assume that the mom will need formula?”
- “How should we schedule those participants whose food packages are hard to predict? Individual or group appointments?”
- “What will we tell moms about the changes in formula amounts and the introduction of solid foods? What information should we provide about the addition of infant fruits and vegetables to the food package for infants?”
- “What else, if anything, should we tell participants about their new food packages?”

Section 5: Providing anticipatory guidance to participants with special food packages

PowerPoint slides 32-36 cover the material below.

Introduction: “Participants on special medical foods or formulas are of particular concern. They may have different needs and concerns than other participants. They have the added anxiety of wanting to make sure their children get a food or formula that may be expensive or more difficult to obtain and they might need new medical documentation to do so.”

Key discussion points:

- ⇒ Considerations for participants with special food packages:
 - These participants are often the ones on “unusual” food packages that may not convert easily.

- They may have new options for foods to consider, since we can provide both formula and foods to women and children.
 - They may need more information and explanation in order to feel comfortable with the change.
 - They may need to have a medical documentation form completed by their health care provider.
- ⇒ Health care providers (HCP) may need some anticipatory guidance also to make this change easier for participants.
- ⇒ The state office will be communicating with HCP's about the new medical documentation form.
- Articles about Fresh Choices will run in various Oregon medical association newsletters from April thru June.
 - Letters explaining the new food packages and forms will be sent to all HCP's this spring.
 - Postcards reminding HCP's of the provider section of the new Oregon WIC webpage will be sent this summer after that part of the website has been activated.
- ⇒ Your agency will be provided with:
- Template letters that you can use to communicate about the changes to individual HCP's that serve WIC participants in your community;
 - Sample cover sheets that you can include with the first several medical documentation forms you send to a particular HCP to remind them of the new process; and,
 - FAQ's that you can use when you are communicating directly with providers.
- ⇒ The first page of the handout and case studies includes questions that you can ask yourself when you are trying to determine what is the best course of action for a participant on a special food package, especially those that might require a new medical documentation form.

Activity: Review handout *Providing anticipatory guidance to participants with special food packages-Critical thinking and case studies*
Complete the case studies
Discuss key points.

Alternate Activity: Case studies may be completed as a group, in small groups, or in pairs. Different groups can each be assigned a different case study. Small groups or pairs can report their results to the larger group.

Discussion questions:

- “Besides the questions on the handout, what other things should we consider when working with participants on special food packages?”
- “What types of situations will we want to have the participant bring a completed medical documentation form with them when they come back for their next vouchers?”
- “How will we handle providing medical documentation forms to participants that need them?”
- “How should we schedule participants who have special medical documentation requirements? Who should see these folks?”
- “What situations would we want to consider not printing all 3 months worth of vouchers?”
- “What can we do to make completing the medical documentation form easier for participants and providers?”

Section 6: Odds and ends

PowerPoint slides 37-43 cover the material below.

Introduction: “This section of the in-service covers a lot of individual issues that will impact what kind of anticipatory guidance we give participants.”

Activity: Review Section 6 of the PowerPoint presentation (Slides 37-43)
Discuss key points.

Key discussion points:

⇨ **Supporting breastfeeding**

- In the Infant Feeding in-service we talked about providing anticipatory guidance to moms that supports breastfeeding.
- What we say and how we schedule will be especially important for those moms that deliver around the time that we are changing food packages.

⇨ **Twins**

- Women who are pregnant with or breastfeeding multiple babies will be eligible for extra foods, beyond the standard food package for their category.
- TWIST will get this data from the “Twins or more?” check box on the Anthropometric tab.

⇨ **Mom and baby category mismatch**

- With Fresh Choices, mom and baby’s categories have to match.

- We can make sure that the moms and babies we see now have a matching category.
 - We also want to think about how TWIST is converting categories and figure out what that means for each breastfeeding mom. Then we need to figure out what is the best course of action and what appointment type will be best for mom and baby.
- ⇒ **“Unusual” food packages**
- Food packages that are “unusual” or are combinations of formula may not convert perfectly.
 - On 8/3/2009 you will get a report of participants whose food packages had to be manually assigned based on a “best guess”.
 - Where possible and logical, changing participants to more standard packages might help.
- ⇒ **Offering soy beverage**
- Soy beverage is an option for women and requires medical documentation for children.
 - We will not provide food packages that are mixed soy beverage and cow’s milk.
 - Soy beverage costs WIC significantly more than milk, so offering it to all participants is not an option.
 - Soy beverage has been requested by some WIC families and may be an alternative for them, e.g. vegan families.
- ⇒ **Participant requests for the new food packages**
- Some participants may ask for the new food packages as soon as they are available.
 - Each agency can decide how they will handle these requests. You are not required to change participants to the new food package based solely on personal preference.
 - Once a policy for your agency is determined, all participants must be treated the same.

Discussion questions:

- “How will we talk to moms about the first month after they deliver?”
- “What can you do now to make sure moms get the extra foods for multiples?”
- “What impact will the category match at conversion have on our moms that are partially breastfeeding?”
- “How can we clean up “unusual” food packages?”
- “How should we schedule return appointments for those participants that have “unusual” food packages?”

- “How will we offer soy beverage to participants? Which participants should we offer soy beverage to? Which children? Which women?”

Section 7: What changes are needed in our clinic?

PowerPoint slides 44-50 cover the material below.

Introduction: “There may be things that we can change about how our clinic operates that will make the implementation of this part of Fresh Choices easier for all of us. Let’s talk about what that might be.”

Activity: Review Section 7 of the PowerPoint presentation (Slides 44-50)
Discuss the following implementation questions and determine your next steps.

Decisions needed:

- What changes are needed to our individual appointments in May, June and July in order to provide anticipatory guidance?
- How will we provide anticipatory guidance to participants who are scheduled for classes in May, June, and July?
- How will we schedule appointments in August, September and October that will allow us to provide the necessary information about the new foods and vouchers?
- How should we schedule participants needing to bring in medical documentation forms?
- How will we make sure that all moms with twins have that information marked on the anthropometric screen in TWIST?
- How will we make sure that mom and baby categories match?
- What changes can we make to food package assignments now to make the change easier?
- How will you talk to mom’s about the first month after they deliver? What about temp newborns?
- What will we say to women who are due around the time food packages are switching over? How will we schedule these women?
- What will we say to participants about soy beverage? Children? Women?
- What will be your agency policy on exchanging vouchers with the old food package to the new food package when participant preference is the only reason?
- What will your agency policy be on printing fewer months of vouchers and scheduling earlier to get the new food package vouchers?