Chapter 6: System Administration
Section 6: TWIST Practice Database
Lesson: TWIST Practice Database

Objectives:

Upon completion of this lesson the user will be able to:
- access the TWIST Practice Database from their computer;
- identify the limitations of the Practice Database; and
- list the tasks needed to make the Practice Database functional in their agency.

Oregon Policies:

- ♦ 440 Nutrition Training Manual
- ♦ 450 Confidentiality

Overview:

Many of the functions in WIC are performed using the TWIST Data System. When new staff are hired or when new TWIST functions are released local agency staff need a place to learn and practice new skills. The TWIST Practice Database ("Practice") is a functioning database using TWIST software but populated with fictional participants. This database provides a learning environment where processes can be practiced without the confidentiality issues, program integrity concerns and risks inherent in working with real WIC participants.

"Practice" has some limitations because it does not have real benefit issuance and End-of-Day processes are not run against it. This lesson will show users how to set up their agency's practice clinics, and how to open and use the Practice Database ("Practice").

Instruction:

Accessing "Practice" Database

"Practice" Database is available to any WIC user when you log in to Citrix. It will show as an additional FamilyNet icon once you have logged into Citrix.

1. **Click on the "FamilyNet Practice" icon.**

Figure 2: "FamilyNet Practice" Icon

2. **Log in to "Practice" using the login and password given to your agency by state staff.**

- Logins will be your agency name if it is more than 6 letters long. Logins will be your agency name plus "staff" if it is shorter than 6 letters.

Example: "columbia" would be the login for Columbia County. "saludstaff" would be the login for Salud WIC.

- Passwords are set by the state as "healthy" and can be reset by the local agency.
- As many people as need access to "Practice" can login at the same time with the same login and password.
- You will know that you are in "Practice" by the unique color of the background in this database.
- You will also see the name of the database in the lower right-hand corner of the screen.

♫ Important Note: You should only access your own agency in "Practice!"

Figure 3: "Practice" Database Screen Notation

Setting up your "Practice" Agency and Clinics

The state WIC office will set up a generic agency and clinic(s) for you. In order for you to be able use all the normal functionality of TWIST while in "Practice" you may need to set up some functions for your agency as you do in the production environment. These only need to be set up if your staff want to practice a function requiring that information. For example, you only need a appointments set up if staff want to schedule appointments.

♫ NOTE: The number of clinics in your "Practice" agency will not match your real clinics. Extra clinics make "Practice" unwieldy and slow. Most agencies will have a single clinic named "Main." One clinic is adequate to train most staff. Only very large agencies will have additional clinics in order to have enough participants to speed access for all staff. **Do not** add extra clinics in "Practice."

Staff Information - Set up staff in the staff tables

The starting point for this section is:
Operations Management ⇨ Operations ⇨ Staff Information

- Refer to Chapter 8, Lesson 101, *Staff Information* for help.
- Including this information will allow you to schedule participants normally.
- You may use minimal information or false staff names if needed.
- Putting in special staff people will allow more realistic clinic scheduling. For example, you may want bilingual staff, RD or other high-risk staff.

Appointment Templates and Schedules Set up

The starting point for this section is:
Appointment Scheduling ⇨ Scheduling ⇨ Template Maintenance

- Refer to Chapter 4, Lesson 200, *Template Maintenance* and Lesson 201, *Template Scheduling Options* for more information.
- You must set up appointment functions in your agency in order to schedule participants.
- You may choose to make these schedules very realistic to mirror your normal clinic operations or make them very generic for practice purposes.

Second Nutrition Education - Create classes

The starting point for this section is:
Appointment Scheduling ⇨ Tables ⇨ Nutrition Education Classes

- Refer to Chapter 4, Lesson 401, *Group Scheduling* for more information on setting up classes.

- This will allow you to make requests for GE classes.
- Classes need to be set up for each clinic you plan to use.

Finding Participants from your Agency

Participants can be added to "Practice" by staff using the database.

♫ NOTE: No real client data should be entered in "Practice" due to confidentiality issues.

There are many participants already populating your agency. These participants are copied from the training agency (Ford). In "Ford" we have 14 participants with the same name that are only differentiated by their middle initial. Each of those participants have been duplicated for your agency but now include your agency and clinic along with the original middle initial as their middle name, e.g. Fred Ford-Bronco-A Fossil.

♫ NOTE: Staff can be assigned a specific middle name and initial to work with. This will prevent staff trying to work on the same client at the same time.

♫ NOTE: Each month participants in "Practice" will have their ages and all dates in their record adjusted so that they remain in the same place in their certification period and the same category.

♫ Important Note – You should only work on participants assigned to your agency!

The starting point for this section is:
Any TWIST screen ⇨ Client Search Screen

1. **Search for the client using the first 3 letters of their last name, the first three letters of their first name**.

2. **Select your agency name from the agency drop down**.

3. **Click the "Search" button**.

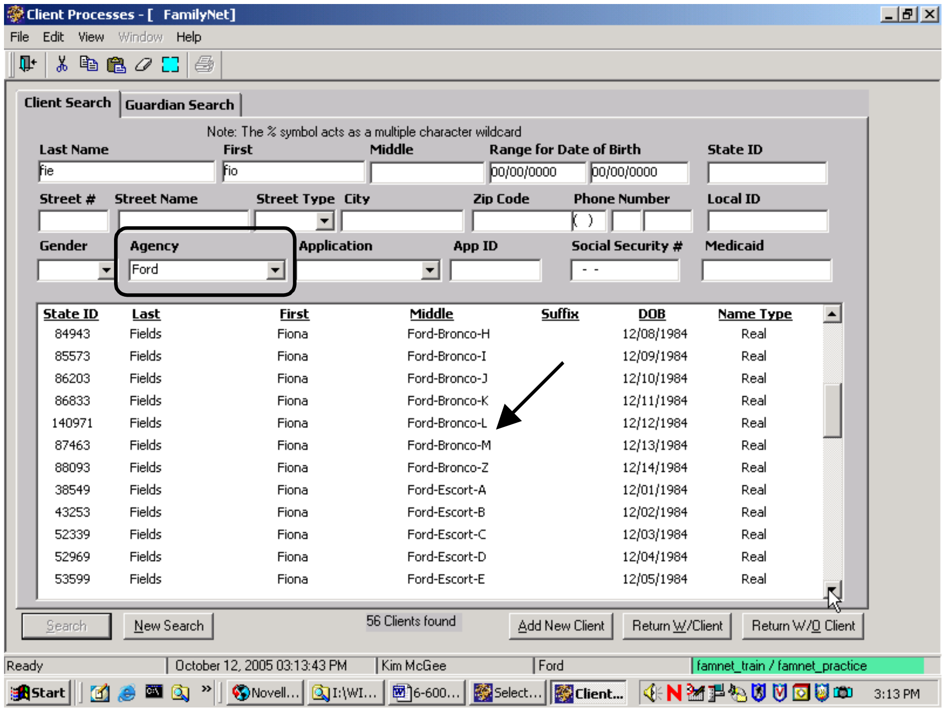

Figure 4: "Client Search" Screen

Issuing Benefits and eWIC Cards in Practice

The Practice Database is connected to a special training set up with Oregon's banking contractor. This allows you to issue benefits to practice participants as usual. You may also issue eWIC cards if you use the virtual card numbers assigned to the practice data base.

- Benefits issued are removed every month when the practice database is refreshed.
- Virtual eWIC card numbers can be reused each month after the database is refreshed.

Limitations of the "Practice" Database

"Practice" will not function like the production data system in several important areas.

- Call App Support to "Practice" made available to new staff.
- End-of-day processes do not run against "Practice." None of the functions resulting from this process happen in "Practice." E.g. participants are never automatically terminated.
- Client dates of birth and other dates in the record will change each month to keep them a constant age, category and month of their certification period. E.g. Sasha Seaside will always be due for a recert, no matter what month you access "Practice." Think "Time Warp." This process will happen on the last day of each month.
- Each month client data will be "rejuvenated." That means that any actions taken in "Practice" during the month will be erased and everything will return to the way it was at the start of the month. This includes benefit issuance and all appointments or requests. That way we get to start with a clean slate at the beginning of each month. It also means that any participants you add to "Practice" will disappear at the end of the month.
- Due to the limitations of the Practice Database, do not call Application Support if you have issues or problems with the database. Close the offending screen or log out of "Practice" and try again. If "Practice" does not function as you expect, contact Kim McGee at the State WIC office.

✂ Tips and Shortcuts:

- Setting up your agency and clinic as close to reality in "Practice" will make staff practice time more applicable.
- Use the following client list to find a client that fits your required practice scenario.

➥ *Participants In "Practice"*

Participants marked with an asterisk (*) are due for a recertification.

Pregnant Women

- Anna Albany
- Sophie Bates
- Serena Creswell
- Dorena Drain
- Desiree Dundee
- Artrina Hines
- Lexi Lexington
- Maria Mikkalo
- Becky Noti
- Rae Ann Rainier
- Maria Redding
- Samantha Sandy
- Samantha Seaside

Breastfeeding Women

- Amy Ashland – WE twins
- Belinda Billings – WB
- Christina Cheyenne – WE
- Fiona Fields – WE
- Sondra Spokane – WB

Infants

- Andrew Ashland – IE7-12
- Abby Ashland – IE7-12
- Billy Billings – IB4-6

Infants Continued

- Christopher Cheyenne – IE7-12
- Freddie Fields – IE0-3
- Forest Grove – IN4-6 (on medical formula)
- Sparky Spokane – IB4-6
- Julie Tidewater – IN4-6

Children

- Anthony Allegheny – C1
- Brittany Bates – C1
- Darla Dayton – C1
- Francine Fields – C2-5
- Fred Fossil – C2-5 (partially completed recert)
- Frannie Foster – C2-5
- John Jackson – C2-5
- Katrina Keizer – C1
- Levi Lexington – C2-5
- Negril Nehalem – C1
- Serena Sandy – C2-5
- *Sasha Seaside – C2-5
- Toby Texas – C2-5
- Veronica Vida – C2-5

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