

# LAWN Meeting Minutes November 24, 2015

## 41 participants (23 joining by phone)-20 counties represented:

Name	County/ Agency	Name	County/ Agency
Mandy Peterson*	Baker	Inge Daeschel*	Polk
Deborah Pyke*	Benton	Elizabeth Still	Salud
Jill Wright	Clackamas	Ellen Plaia*	Salud
Dale Erickson*	Douglas	Sara Sloan	State WIC
Judy Harvey*	Jackson	Cheryl Alto	State WIC
Monica Dennis*	Jefferson, Deschutes	Beth Lanham	State WIC
Sherri Tobin*	Josephine	Karen Bettin	State WIC
Janet Harris*	Deschutes	Colette LaDue	State WIC
Sue Schiess*	Klamath	Kim McGee	State WIC
Katey Bosworth*	Lane	Diane Arnold	State WIC
Cindy Cole*	Linn	Vernita Reyna	State WIC
Ai-Lan Whitson*	Marion	Bonnie Ranno	State WIC
Diane Quiring*	Marion	Diane Benfield*	Umatilla Morrow HS
Riki Donato*	Multnomah	Jean Farmer*	Union/CT Umatilla
Anne Guevara*	Mult/Washington	Lisa Beck	Washington/Mult
David Brown*	Multnomah	Tara Olson	Washington
Kari Fisher	Multnomah	Stephanie Hiromura	Washington
Jan Apland Curtis*	Multnomah	Roxanne Blanding	Washington
Heidi Suess*	Multnomah	4 Dietetic Interns*	OHSU

\*Participated by phone

### **Materials sent prior to the call:**

- Agenda
- Note version of PowerPoint slides

### **Materials sent with the minutes:**

- Certificate of attendance
- Minutes
- Draft revision of med doc form for review
- Job aids on infant and medical formulas
- Template for tracking FW orders

# LAWN Meeting Minutes November 24, 2015

Topic	Highlights
<p><b>Local agency updates</b></p>	<p><b>Electronic check-in process:</b> Tiare reported on an IT project in Washington County WIC. Using an iPad, participants can enter their Name, WIC ID number and reason for visit. English and Spanish will be the languages offered. The tablet will be on a holder at the front desk. The project is to assist with clinic flow and efficacy of walk-in appointments. They will be measuring waiting time/efficacy. Tiare is willing to share how she worked with the county IT department to work out the security details.</p> <p><b>Klamath Falls is the first Blue Zones city in Oregon:</b> Sue Schiess and Cheryl shared information on the Blue Zones project and Sue's role on the Food Policy Committee. They will be working towards changes in food policy, developing a policy council and increasing participation in the farmer's market. They will be working towards a food hub to sell locally and considering a mobile food cart to improve food access. This will be a 3 year project. More information on Blue Zones in Oregon: <a href="http://orhealthieststate.org/klamath-is-a-blue-zone-community/">http://orhealthieststate.org/klamath-is-a-blue-zone-community/</a> Blue Zone resources: <a href="https://www.bluezones.com/">https://www.bluezones.com/</a></p> <p>There are other health initiatives taking place in Oregon that provide opportunities for dietitians to get involved, inform the process. Here are a few that were shared at a recent conference on Blue Zones/Oregon Healthiest state:</p> <p>Healthy Klamath: <a href="http://www.healthyklamath.org/index.php">http://www.healthyklamath.org/index.php</a> The Way to Wellville Clatsop County: <a href="http://waytowellville.net/">http://waytowellville.net/</a> A Year of Wellness: <a href="http://tillamookcountyhealthmatters.org/">http://tillamookcountyhealthmatters.org/</a> Oregon Healthiest State: <a href="http://cambiahealth.com/newsroom/releases/oregon-healthiest-state-launches-statewide-participation-invites-communities-apply">http://cambiahealth.com/newsroom/releases/oregon-healthiest-state-launches-statewide-participation-invites-communities-apply</a></p>
<p><b>State updates</b></p>	<p><b>eWIC:</b></p> <ul style="list-style-type: none"> <li>▪ <b>eWIC webinar on lessons learned from pilot</b> will be held 12/3/15 at 9:30 am. The webinar will be recorded and posted on the eWIC section of our WIC website.</li> <li>▪ <b>Face to Face (FTF) training:</b> Registration is underway for the FTF eWIC training being held Jan-March. This 6 hour training is for ALL WIC staff. So if you work part time or on contract basis, please talk with your WIC Coordinator to make sure you are registered. Confirmation on registrations will be sent out the first week in December.</li> <li>▪ <b>eWIC rollout:</b> impacts the February LAWN meeting. Agencies will either be rolling out or training during this time. We will be canceling the February LAWN meeting. Our next meeting will be May 24, 2016 2-4pm.</li> </ul> <p><b>University of Minnesota online course:</b> Registration for this opportunity is closed. We had 26 LAWN members register for the course. For those registered, you have until 12/15 to view the videos and until 12/31 to complete the online evaluation of the course and print your certificate. This process has changed from year's past. We hope to continue to offer this opportunity each year. Dietitians can claim this activity on their portfolio coding it as activity type 170 and there is no limit on how many CPEU's that can be claimed. A special thank you to Stephanie Hiromura, Washington County WIC, for assisting with providing this continuing education option to the Oregon Pediatric Nutrition Practice Group.</p>

<b>State updates continued</b>	<p><b>WIC/OHSU project:</b></p> <p>Julie Reeder, research analyst with Oregon WIC in partnership with OHSU, conducted surveys of WIC staff and participants on knowledge and perceptions about developmental disabilities. Here are a few highlights from the survey:</p> <ul style="list-style-type: none"><li>• WIC staff observe and speak with parents about developmental concerns,</li><li>• Staff score quite well on knowing different developmental milestones (even with some likely not having formal training), they most often notice speech/language issues as well as feeding and growth,</li><li>• WIC staff often refer directly to EI or back to PMD.</li><li>• They approach the topic carefully with parents as the reception can be mixed.</li><li>• They are challenged by the sometimes disruptive behavior of children with developmental conditions.</li><li>• They would like some additional training. They would like to consider home visits or alternative scheduling for kids with developmental conditions.</li><li>• OHSU researchers were surprised that WIC staff does so much observation and direct referral.</li></ul> <p>Julie is happy to discuss the findings and possible training opportunities further with LAWN. Please let Cheryl know if this is a topic of interest.</p> <p>On a related note, Susan Filkins, MS, RD, LD, Public Health Nutrition Consultant with the Oregon Center for Children and Youth with Special Health Needs, is interested in collaborating with LAWN to provide additional training on care coordination, specific issues of special health need topics. More to come in 2016.</p>
--------------------------------	--

# LAWN Meeting Minutes November 24, 2015

## Meeting Highlights

**Continuing Education topic:** eWIC Update for Local Agency WIC Nutritionists:  
Formula Warehouse  
Presented by Cheryl Alto, MS RD

### Discussion Highlights:

- Currently, the formula warehouse ordering process is handled outside of TWIST
- Dietitians are the content experts on whether we have captured all of the critical elements and considerations as we integrate the FW ordering process into TWIST. Your input and questions will help inform the transition and final implementation
- Be thinking about oversight...after all of your FW participants have been converted to eWIC who will be your point person for monitoring the FW orders?
- Selection of the medical formula starts on the food package assignment screen. Module C is where all formulas for children and women will be assigned. Like now, the CPA will assign the formula and enter the medical documentation information. **It is important to note that TWIST will default to the maximum amount of the formula selected.** This will be an important area for dietitians to provide oversight as they are comparing FW orders with medical documentation and correct food package assignment.
- A flexible function of eWIC is that we can start with small quantities formula and increase the amount as needed, assisting with transitioning formulas.
- When a change is made to a participant's home or mailing address in the client demographics screen, the change will appear on the formula warehouse order form in TWIST.
- One clarification from the 2013 webinar. The formula food packages have been converting very well. The one formula package that is requiring assistance is when infant formula is being assigned to a child over the age of 2 years-for instance with Neocate Infant. This will require a call to app support to enable an infant formula for an older child.
- As part of shopper education, a food benefit list will be printed for the family. The family will know that the formula warehouse order was submitted by the indicator of "FW" on the benefit list. This will be an important training point to highlight the formula on the benefits list to educate the family and confirmation for staff that the FW order has been placed.
- Feedback on how oversight of the medical documentation form has been going:
  - “Going well, great dialogue with providers”
  - “It is nice to have the RD check and talk about the participant”
  - “Nice training opportunity with WIC staff”
  - “Staff has been good about documenting key information in the progress notes for me to look at when reviewing the med doc”
  - “Staff scans the form and sends it to me, I review it and send it back”

# LAWN Meeting Minutes November 24, 2015

<p><b>CE discussion points cont.</b></p>	<ul style="list-style-type: none"><li>• The FW order report will be available to track and monitor FW orders. The report will include the participant's name, WIC ID number, DOB, the month for the order, whether it has been ordered (for current month) or is waiting to be sent, and formula details: name, quantity, any special instructions. Who placed the order and on what date. The report will have a couple of improvements made in time for statewide roll out.</li><li>• Discussion on how determining if all FW orders have been placed. The FW order identifies orders that have been placed in TWIST, not orders that need to be place</li><li>• Discussed how the med doc form could serve as a check and balance. Adding a FW indicator on the med doc form by the RD signature line could be matched with the FW order monitoring report to ensure orders have been place.</li><li>• Filing the FW med doc forms separately from others may help with the tracking process as well.</li><li>• Empowering the participant to be aware of FW indicator on their benefit list and to ask if they do not see it.</li><li>• Neocate Splash (AKA EO28 Splash) will need to have the flavor indicated on the notes section of the formula warehouse order form.</li><li>• During conversion, you may have some families who are still on vouchers receiving their formula on the first of the month like now, and others that will receive their formula on the 5<sup>th</sup> or 7<sup>th</sup> day of the month with eWIC.</li><li>• Lesson learned from pilot was to have a tracking form of your current FW participants to help with the transition. A template will be sent with the minutes.</li><li>• In the month that the family converts to eWIC, there will be a one-time transition in shipment arrival date. A lesson learned from pilot was to communicate this gap with families and provide anticipatory guidance. What do they currently do when their child needs more formula than WIC can provide? What other sources can assist them? (e.g. Medicaid). The state office has been in communication with the main manufacturers of the special medical formulas and they will be available to assist as needed. Since WIC is a supplemental program, most families have a back up plan already in place.</li><li>• Staff training tools: It was requested that the Providence formulary be modified to help certifiers select the correct formula.</li></ul> <p>Odds and ends:</p> <ul style="list-style-type: none"><li>-Please remove "old Nutramigen"</li><li>-Please consider adding key reports to the existing job aid. Removal of the reports module icon has been challenging for some to find common reports. Reason for the removal was that reports are updated in their module home of origin. This change did not trickle down to the reports kept in the separate reports module, thus creating data errors.</li></ul>
--	--

Minutes respectively submitted by Cheryl Alto