

TWIST Job Aid

Missing Ht/Wt/Hgb Report

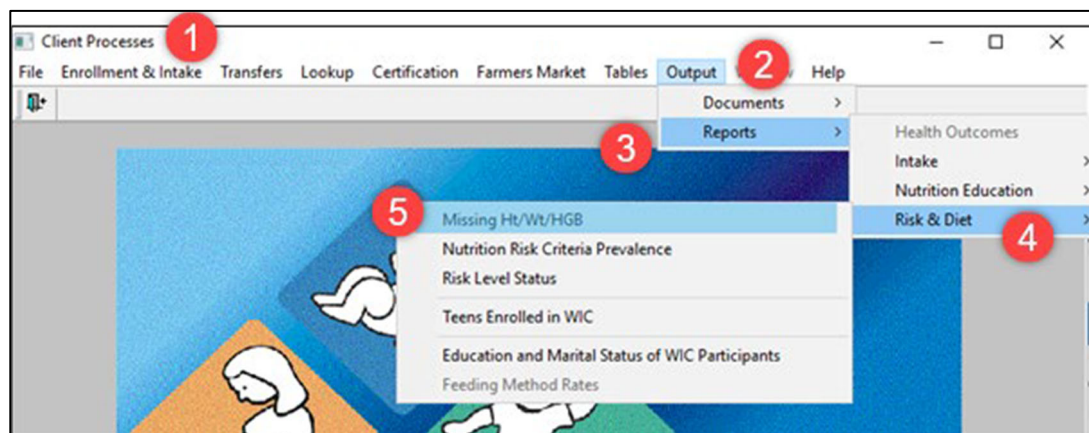
Oregon WIC agencies provide certification through in-person and remote appointments. WIC staff are required to get measurements for height (Ht), weight (Wt), and hemoglobin (Hgb) test results from participants-

The Missing Ht/Wt/Hgb Report is a report in TWIST that can be used as a tool for part of a local agency's plan for attempting to collect these values when missing as well as to document such attempts. Please follow your agency's plan for obtaining missing measurements for WIC participants.

Topics covered in this job aid:

- [How to run the Missing Ht/Wt/HGB Report](#)
- [How to read the Missing Ht/Wt/HGB Report](#)
- [Documenting attempts to get missing data](#)
- [What to do with data received](#)

How to Run the Missing Ht/Wt/HGB Report



The "Missing Ht/Wt/HGB" report is found in Client Processes module.

Select:

1. Client Processes
2. Output
3. Reports
4. Risk & Diet
5. Missing Ht/Wt/HGB

Enter information for TWIST to create the report

Client Processes - [CP190R - Missing Ht/Wt/HGB Report]

File Edit View Window Help

Selection

Cert Appt Date

From: 02/01/24 Agency: Clackamas CHD

To: 00/00/00 Clinic:

6. From: Enter the certification appointment date the report should start
7. To: Enter the date the report should end. A blank field runs the report to the current date.
8. Agency and Clinic: Run for the entire agency or select a clinic from the drop-down

The data will display on the screen You can use TWIST-generated report or save the data as Excel Worksheet.

How to read the Missing Wt/Ht/HGB Report

There is a lot of information in this report. Here are some important things to remember when reading this report.

- The report lists participants with missing measurements from a certification date on or after the date selected. In the report below, participants are listed who had a certification or re-certification appointment on or after 2/1/2024.
- Infants under 12 months old will not have a value for the Hgb Needed column. This helps avoid confusion with infants who are not yet required to have a Hgb.
- Children (C1 and C2-5) with a normal Hgb or Hematocrit (Hct) within the past 12 months will not show as “HGB Needed” on the report.
 - Children (C1 and C2-5) whose last Hgb or Hct test was within the past 12 months though the value was in the medium or high-risk range will appear on the report.
- Use the headers of each column as a guide.
- The report can be saved as a PDF file or exported to an Excel Worksheet. See [Using the Excel version below.](#)

How to read the Missing Ht/Wt/HGB Report (continued from page 2)

Most columns on the TWIST report have two rows of information. Use the headers to determine the appropriate row.

User ID: jmedlen										5/23/2024 17:04:03	
Report ID: CP190R											
Cert Appt Date From: 02/01/24 A											
Agency: [REDACTED]											
Clinic: [REDACTED]											
Missing Ht/Wt/HGB Report											
WIC ID	Participant Name Guardian	Category Risk Level	DOB Cert Appt	Cert Start Cert End	Needed			Next Appt Type	Voice Text	WL SL	Address City/State/Zip
		C2-5		03/01/24	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
		1	02/28/24	02/28/25							
		C2-5		02/06/24	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
		3	02/06/24	01/31/25	12/06/23	14.1					

A Cert Appt Date From: This is the date from which the report started. In this example, the report shows anyone with missing data and a certification appointment date on or after 2/1/2024.

B Risk Level (second row): The Risk Level for the participant shows as a number in the row under the participant category:

- 1 is high risk.
- 2 is medium risk.
- 3 is low risk.

C Cert Appt (second row): The date the certification appointment happened is under the participant Date of Birth (DOB). This is the date that starts the clock on the 60- or 90-day requirement. This date may be several weeks before the Certification Start date.

Example: Nancy's re-certification appointment was September 2, 2023. Her certification begins on October 1, 2023.

D Cert Start (top row) and Cert End (bottom row): These are the dates of the participant's certification period.

E Needed: This section provides a checkbox for the three types of data needed:

Wt, Ht, and Hgb (top row)

- An open box means data is not needed
- An X in the box means data is needed and is within the required date range

Needed		
Wt	Ht	HGB
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

All values needed (ht/wt still within 60 days and Hgb still within 90 days)

Needed & late Not Needed Needed (still within 90 days)

- A black square means the data is needed and is outside of the required date range

F

Last HGB (bottom row): shows the date and value of the last hgb or hct.

G

Next Appt & Type: The next appointment date is listed with the type on the line below.

H

Voice and Text: Phone numbers for calling or texting will display if the participant has agreed to be contacted using voice or text.

I

WL and SL: Written Language and Spoken Language for the participant.

J

Address: Displays if the participant has agreed to be contacted by mail.

Using the Excel version

The report can be exported and saved as an excel worksheet like other reports created in TWIST. Using a spreadsheet is helpful for sorting and organizing the information.

One difference is how the needed measurements are displayed. A “Y” will display when a measurement is needed. An “N” will display when a measurement is not needed. An “L” will display when a measurement is needed and is late.

H	I	J	K	L	M	N	O	P	Q
Cert Appt Date	Cert Start Date	Cert End Date	Wt Needed	Ht Needed	HGB Needed	Last HGB	last_hgb_value	Next Appt	Appt Type
2/28/2024 0:00	3/1/2024 0:00	2/28/2025 0:00	N	N	Y				
2/6/2024 0:00	2/6/2024 0:00	1/31/2025 0:00	L	L	N	12/6/2023 11:17	14.1		
5/7/2024 0:00	5/7/2024 0:00	8/31/2024 0:00	Y	Y	Y	3/7/2017 13:00	12.8	7/28/2124 13:00	GE
5/7/2024 0:00	5/7/2024 0:00	10/31/2024 0:00	Y	Y	N			7/28/2124 13:30	GE

Documenting attempts to get missing data

Document your attempts to obtain the missing data using the procedure your agency developed using the method that works best for your agency and clinic flow. Please include the expected method of documenting attempts to get measurements and for measurements received in your agency’s written plan.

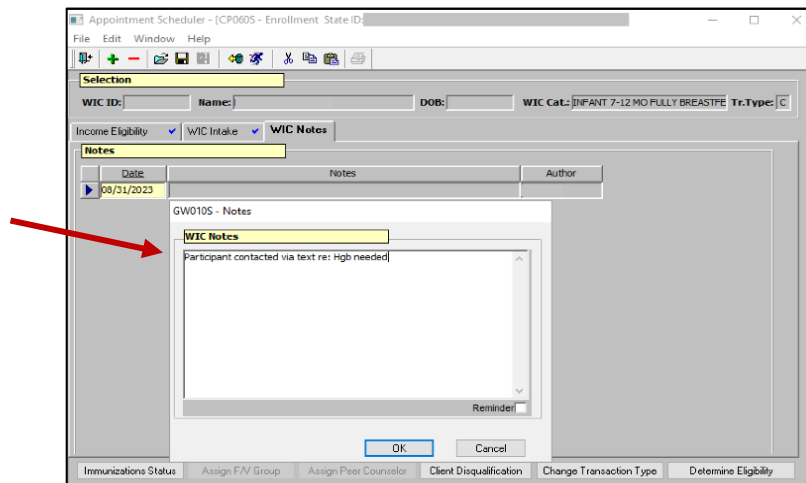
For example, documenting in the WIC Notes on the Enrollment Screen or directly on the report. Using the WIC Notes section allows all staff to document and view attempts in TWIST.

Here are some ways to document attempts to get measurements and the measurements received.

Document attempts in TWIST

Document your attempts to obtain the missing data in TWIST. Follow the process your agency outlines in the plan for getting missing measurements. Two options include using the WIC Notes section on the Enrollment screen or making a note in the Progress Notes.

The WIC Notes section allows all staff to document and view attempts in TWIST. Progress Notes are limited to Certifiers. Use a method that is consistent, easy to track, and works for your clinic flow. Notes should include the method of contact. See example below.



Use the Missing Ht/Wt/HGB report to document attempts to get missing measurements

FNS has approved using the “Missing Ht/Wt/HGB Report” to document the attempts to get missing measurements. It is recommended you run the report monthly to stay current with attempts to get missing measurements. Here are the steps for using the report to document attempts.

- Run the report. Identify the certification dates to focus on for follow-up.
- Document which participants were contacted on the report.
 - You can document on paper or electronically.
- Documentation should include the date and method of the attempt such as text, email, or phone.

During a local agency review, the reviewer will be looking to see that your agency has a plan and is using the plan to document follow-up for missing heights, weights, or hemoglobin. Please include at least one attempt to get missing measurements within the 60-days (or 90-days) and quarterly attempts thereafter.

What to do with data received

When data is received for one of the measurements, enter the value in the participant's record in TWIST with the date of measure and the source of the measurement such as, doctor office, electronic health record, or visiting nurse. Once data is entered, the participant will no longer appear on the "Missing Ht/Wt/HGB Report." When entering the measurement, change the "collection date" in TWIST to match the date the measurement was taken.

Once entered, a Certifier or WIC Nutritionist should assess the information to determine if there are additional nutrition risks assigned and adjust the follow-up plan with the participant as needed.