

New Nutrition Assessment Process (NAP) Webinar Q & A

6-16-21

Q: When you say, “no paperwork”, does that include Voter Declaration, etc.?

A: No. “No paperwork” means no nutrition paperwork. We didn't replace the Diet Questionnaire (DQ) with a new tool that clients have to fill out. And we didn't replace it with something that staff have to fill out, either.

Q: Our clinic does automatic referrals for things like SNAP, insurance, TANF, immunizations, blood lead etc. Is that something we need to change?

A: No. Every clinic handles referrals a little differently. But remember having a customized nutrition assessment means referring clients to services that would specifically benefit them in their situation. So even if the Clerk does some automatic referrals to many agencies for all clients, when you are talking with a client and think of a service that could really benefit them, you make the referral and document in KWIC.

Q: Is there any benefit of Intake Q now?

A: Some of you may have participated in the [Intake Q webinar](#) in January 2021 about collecting proofs and signatures electronically. If you were using Intake Q for Diet Questionnaires, you can stop doing that part, but if you've been using Intake Q for other electronic documentation, you might want to continue using it for that.

Q: Will we need longer appointment allowance for these changes or do you think the appointments will be about the same amount of time?

A: Most committee members didn't feel like it took much (if any) extra time, but if you are really concerned about it or run a really tight schedule, you might consider adding some time to certification appointments when possible. Some clients talk more than others, it just depends.

Q: This seems like it could be a lot of questions/conversations for clients - especially when kids are going crazy in the office. Any tips on this? Or is there a "bare minimum" of info we need to get?

A: Committee members said it's not much different than when kids were going crazy in the office with Diet Questionnaires. The only difference is you're talking with Mom instead of looking at the DQ. With practice, you'll get comfortable with the questions and find the questions and probes that get the most information from your clients.

6-24-21

Q: Are diet questionnaires required until January if seeing clients in the office?

A: Yes, if your clinic is resuming normal operations and seeing clients in-clinic and you are not using the new Nutrition Assessment Process yet, please continue using Diet Questionnaires and storing them as documentation. However, as soon as your clinic's CPAs complete the Nutrition Assessment Process (NAP) training, you may begin using NAP and discontinue diet questionnaires. Everyone must use NAP by January 1, 2022, but you may start earlier!

Q: Where do we find copies of the tools?

A: Please see the NAP page of the website [here](#) for all tools, webinar recording, video clips of re-cert and mid-cert and Q & A document. You may want to bookmark it!

Q: Do we have to explain why we chose the risk factor in Notes?

A: Not in **Notes**, but in **Risk Factor Notes**! When you Assign the Risk Factor you can click on it to make a Risk Factor Note. Here's an example:

427e-Consuming Foods that Could be Contaminated
Note
unheated lunch meats

Update 6/29/21:

Not every risk factor requires a note. For example, auto-generated notes from KWIC regarding anthropometrics. And sometimes you should elaborate beyond **why** the risk factor is assigned. For example, for diabetes during pregnancy, would not need a note about why the risk factor is assigned, but in the risk note or regular note, you should write more about severity, treatment, control, etc. Please see [Notes Guidance Tool](#) for more tips!

Q: Can we bring the blank papers into clinic rooms?

A: You can bring the tools or any papers you would like to into clinic rooms. Some clinics print out the appointment schedule for the day and jot notes on it, others print (and/or laminate) the tools to take notes on, and some even use scratch paper. The main thing is **don't keep/store any paper notes!**

Q: Any tips for Propio clients?

A: When using a language translation service, like Propio, it's been found that open-ended questions get a little lost in translation and you may have to use more closed-ended questions that seem to translate better.

6-29-21

Q: Do you feel it takes longer?

A: Maybe a little at first, but not much longer. Once you get comfortable with the questions it gets better and you can get at the information with clients faster. Sometimes you need to break it down a little more, like "What do you eat for breakfast?" and so on, instead of, "what do you eat in a day?" It's a little overwhelming for clients.

Q: Has Johnson County started seeing clients in-person and is using NAP different in-person than remote?

A: Johnson County hasn't started seeing clients in-person yet but plans to use the same approach.

Q: What is the suggestion when typing up the notes if not using paper to make notes? Has it been found to make some short sentences in KWIC as reminders for when you go back to finish your notes, to make sure important information doesn't get forgotten in KWIC.

A: Yes, short sentences with key information not found elsewhere in KWIC is helpful. Remember you can edit Notes the same day and you can still write paper notes when talking with the client if that's helpful (just don't save the paper).

Q: Will there be some further guidance on how to go about asking domestic violence questions? I know that when we had training by local domestic violence advocates--they recommended not asking DV questions when there was any verbal child present.

A: Johnson county has only been doing remote certs on the phone, so they haven't encountered this yet. The SA will look to professionals in this area for advice. We reached out to our friends at **YWCA of Eastern Kansas, Center for Safety and Empowerment** for some tips about this. We will be adding this to the [NAP webpage](#) as a resource. Here's what they said: We believe that safest practice is to try to talk to the client in private, if you are able to do so. Sometimes, an abuser, trafficker or trafficking recruiter may be accompanying the victim-survivor as they receive community services as a way to monitor conversations, sabotage services, and continue to gain and maintain power and control. Abusers may also use children to get information that can be used against the victim-survivor as another method of power and control.

For example, in our office, we have a playroom where children can spend time while being supervised by another advocate as their guardian is able to meet with their primary advocate to discuss shelter, services, case management, safety planning, etc. Of course, sometimes, separating the guardian from the child is not an option or the client requests that the child accompany them to meet with the advocate. This is absolutely the victim-survivor's choice, but in this way, we are able to offer them additional options and accommodations for privacy, confidentiality, and safety.

We find that it is helpful to normalize asking to help the victim-survivor feel more comfortable disclosing any abuse that they may be experiencing. Oftentimes, it all comes down to how you ask, from the way you phrase the question to the tone in your voice and your body language.

Here are some ways that staff could ask:

- "I know we just met, and yet I have to ask you personal questions. Let me explain why. My asking you these questions can help us know how to take care of you."
- "I ask all of my clients this question because it's important for me to know what has gone on and what is going on in their lives."
- "Because violence is so common in many people's lives, I have begun to ask all my clients about it routinely."
- "We know now that domestic violence is a very common problem. 1 in 3 women and 1 in 7 men have experienced intimate partner violence. Has this ever happened to you?"
- "Are there times when you do not feel safe at home?"
- "Are you in a relationship with someone who physically hurts or threatens you?"
- "What happens when you and your partner fight or argue?"

7-7-21

Q: Have you added time to your appointments?

A: Yes, we did add more time to certification appointments to start with to allow a little extra time if needed and to alleviate any stress. As time goes on, you will get a little faster and more comfortable and you can easily go back to your normal scheduling. Appointment times are always up to individual clinics and not dictated by the state agency.

Q: How will the SA know if we missed risk factors?

A: The SA RDs may do more observations than usual and will be listening for enough questions and probing questions to identify all possible risk factors. The SA RDs will provide coaching to help you get better at identifying risk factors.

7-12-21

Q: Is there something we could use to observe each other as we practice or use as a self-evaluation?

A: Yes! The State Agency modified a Certification Observation Form used at Management Evaluations to include NAP-specific items. You are welcome to use the same tool to help you improve. We will add it to the Nutrition Assessment Process [webpage](#).

Q: How do you use the tool for remote appointments?

A: NAP committee member expressed how it was helpful to use the tools on phone appointments since they weren't using the Diet Questionnaire. She started by taking the tool and "starring" * the ones that she already uses naturally in conversation and fills in the rest.

7-22-21

Q: Is this optional or will everyone be moving to this?

A: This is not optional. Everyone by 1-2-22 will be using this new Nutrition Assessment Process and will no longer be using the Diet Questionnaires. Anyone who completes the training may start using this process right away and not wait until 1-2-22.

Q: Can we see an example of the notes that an RD would enter?

A: Yes! Please see example notes in the [Notes Guidance Tool](#).

Q: When do you write Notes—after the client's appointment is over?

A: Yes, usually right after the client's appointment is over, but you can write Notes any time and because Notes are editable the same day, it makes it easier to start your Note and finish it up later. The key is not to wait too long in the day that you forget what was said.

8-3-21

Q: When will the NAP training for new employees be posted to the RN/RD Training Plan on KS-TRAIN??

A: The NAP training for new RNs/RDs is now posted to the RN/RD Training Plan on KS-TRAIN.