



1

Implementing WICHealth.org in Your Clinic

Thanks to these Local Agencies for Presenting!

Johnson County
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Reno County
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Shawnee County
 Donna Wiens, RD, LD

Leavenworth County
 Aubrey Maggard, RD, LD

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2

Implementing WICHealth.org in Your Clinic

WICHealth.org

- What it is

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3

Implementing WICHealth.org in Your Clinic

What is WICHealth or WICHealth.org?

- WICHealth.org is an Internet based system developed by a multi-state consortium of state agency WIC offices and is housed and managed by Western Michigan University. Kansas joined this system in 2011. The state agency pays the applicable costs for this system.
- Lessons are designed using the Stages of Change model, Persuasive Communication and Theory of Planning Behavior.
- Online nutrition education option for any low risk client for secondary nutrition education.

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4

Should LA WIC staff have their own WICHealth.org account?

Yes, all LA WIC staff that will be:

- Scheduling appointments
- Documenting nutrition education
- Assigning wichealth.org ID numbers

need to have their own WICHealth.org account (or share an account)

Send an email to: help@wichealth.org to request an account.

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5

Should LA WIC staff have their own WICHealth.org account? (continued)

- A supervisor can send a request for accounts for **multiple people** (provide individual email addresses).
- When there is staff turnover, a request will need to be made for a **new** account for the new staff person.
- It is important for staff to have a **staff account** instead of a client account.
- A WICHealth.org staff account gives access to **reports and more.**

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6

How can a client set up their own WICHealth.org account?

www.wichealth.org

“Sign Up”

Select Local Agency

Use **eWIC ID** Number to set up account (be sure to give client this number!)

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7

Does the client already have a WICHealth.org account?

Ask the client if they already have a WICHealth.org account.

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8

If the client does not have a WICHealth.org account

Help the client set up an account.
 The client will select their local agency.
 The client will use their **eWIC ID number** (not client ID) when setting up the account.

eWIC ID is on the Demographics Screen

Video Clips to Demonstrate How to Create a Client Account

Wichealth.org does have video clips available in English and Spanish that demonstrate how to create a client account. Here are links for both videos:

English - <https://vimeo.com/236439607/e772774c78>

Spanish - <https://vimeo.com/424361363/676d7e2538>

Feel free to download the videos to use in your waiting room, include on your website or email to clients.

**WICHealth.org
handout for clients**

The WICHealth.org
handout
(in English and Spanish)
includes instructions for
signing up and a lesson list.
Find it on the [Kansas WIC website](#), under Nutrition
Education Materials,
General Nutrition – bottom
of list.



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Here's a glimpse at the WICHealth.org handout for clients, which lists all the lessons applicable for each category. It also has a place for you to fill in the client's clinic and eWIC ID number!

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13

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Client has a WICHealth.org account.
How do I know if the client's eWIC ID is set up as the WICHealth.org account ID?

- Clients can check this by logging into their WICHealth.org account, pulling up the Profile page and checking the ID number.
- Staff can check by clicking on the "View Certificate" button in a lesson completion email. Once that is selected, wichealth.org should open. The Certificate of Completion shows the ID used for that account and for whom the class was completed.
- Or staff can use their WICHealth.org Staff Account to look up the client by the ID for the account, email, or username and look at Certificates of Completion for any completed classes.

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14

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The WICHealth.org account ID might need to be changed

The WICHealth.org account ID **must** be the client's **eWIC ID!**

If the WICHealth.org account ID is not the eWIC ID, the client can change the ID (originally used) to their eWIC ID by pulling up their WICHealth.org Profile page and changing the ID number to the eWIC ID number.

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15

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WICHealth.org

- How it works with KWIC

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Documenting WICHealth.org lesson completion in KWIC

The WICHealth.org system and our KWIC system can share data that will **AutoDocument** the Client's KWIC Record when they complete a WICHealth.org lesson.


But only works if:

- Client's WICHealth.org ID = eWIC ID
- Client's appointment type = oNE
- Client must complete a lesson applicable to their category!

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Appointment Type is Important for Auto-Documentation and Reporting

Be sure to make the proper type of appointment for the client. The appointment type is **oNE** (for online Nutrition Education).



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Topic is Auto-Documented

Once the client completes the lesson, the auto-documentation will appear in the client's KWIC record on the Nutrition Education Topics screen. There will also be an auto generated Note, "Online Education Completed".

Recorded	Online	Discussed Topic
06/08/2021		Secondary Nut. Ed. after Midcert for I, BF, C
06/07/2021	Y	Making Healthy Meals
06/07/2021	Y	Give You And Your Baby A Lifetime Of Healthy Teeth

Date	Author	Title
06/07/2021	System	Online Education Completed

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Client must complete a lesson applicable to client category!

The WICHealth.org Topic in KWIC will only automatically move over if the lesson completed was applicable to the client's category.

Example: If a pregnant client completes the lesson, "Two Minutes Two Times a Day for a Healthy Smile" that is only for Infants and Children, the topic will not be moved over and she will need to complete another lesson for her PG category, as indicated on the WICHealth.org handout.

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Lesson Topic will move over for all in family

The WICHealth.org Topic in KWIC will be automatically moved over for each person in the family with the same eWIC ID, (if the lesson is applicable to the client category).

Lesson Topic will move over for all in family, but gets tricky with Fosters!

Since the Topic in KWIC is automatically moved over for each person in the family with the same eWIC ID, (if the lesson is applicable to the client category), this can cause some confusion with foster families!

Each foster child has their own eWIC ID and should have their own WICHealth.org account, so if a foster parent has three foster children, she will have to go into each WICHealth.org account and complete a lesson. OR, you can see that she completed it for one child and **you can manually move over the topic for the others.**

Online Nutrition Education Report

Use the **Online Nutrition Education Report** in KWIC to see if clients have completed their WICHealth.org lesson or if they need a reminder.

Caregiver Name: Sand Beach							
eWIC ID	Client ID	Client Name	Phone	Certification Date	Last FUD	Module Date	Module Name
Appointment: 6/9/2021 10:45 AM							
1223141	1223214	Sunny Beach	(816) 749-3137	03/17/2021	08/17/2021		
1223141	1223215	Jasmine Beach	(816) 749-3137	03/17/2021	08/17/2021		

Caregiver Name: Forest Green							
eWIC ID	Client ID	Client Name	Phone	Certification Date	Last FUD	Module Date	Module Name
Appointment: 6/30/2021 11:15 PM							
1223831	1221996	Ayla Green	(785) 727-3348	04/01/2021	06/02/2021	05/20/2021	Feeding Your Infant Solid Foods
1223831	12212716	Destry Green	(785) 727-3348	04/01/2021	06/02/2021	05/20/2021	Feeding Your Infant Solid Foods

Now What?

- Call the client to see if there needs to be any changes to the food package
- Move over the "Trigger Topic"
- Mark the "Not Present" box in Issue Benefits
- Issue Benefits
- Mark the appointment as "complete"

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Let's hear some tips from Local Agencies using WICHealth.org!

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25

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Tips

Don't move over any topic that is identified as "online" unless it was a WICHealth.org lesson.

For example, **don't** do this for an NEI:

Discussed Topics	Recorded	Online	Discussed Topic
	07/08/2021	<input type="checkbox"/>	Fruits and vegetables
	07/08/2021	<input type="checkbox"/>	Secondary Nut. Ed. after Midcert for I, BF, C
	07/08/2021	<input checked="" type="checkbox"/>	Solving Picky Eating

Do this instead!

Discussed Topics	Recorded	Online	Discussed Topic
	07/08/2021	<input type="checkbox"/>	Choosy Eater
	07/08/2021	<input type="checkbox"/>	Fruits and vegetables
	07/08/2021	<input type="checkbox"/>	Secondary Nut. Ed. after Midcert for I, BF, C

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26

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Tips, continued

Best solution is to select "Non-Online" Topics before moving them over for NEI or NE+

Available Topics	Online	Non-Online
Secondary Nut. I, II, III, IV, V or before Midcert for I, BF, C	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Secondary Nut. I, II, after Midcert for I, BF, C	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A Guide to Good Eating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use Healthy With Sugars And Fats	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ironing Cakes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Healthy grains and cereals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breakfast	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Iron/feeding	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Build Strong Kids With Dairy Foods	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Building Healthy Babies With Iron Foods	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Calcium	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Choking Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Choose MyPlate to build a healthier family	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cherry Pie	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Connection between WIC foods and health	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Available Topics	All	Online	Non-Online
Secondary Nut. I, II, III, IV, V or before Midcert for I, BF, C	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Secondary Nut. I, II, after Midcert for I, BF, C	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Healthy grains and cereals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Breakfast	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Calcium	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Choking hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cherry Pie	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Connection between WIC foods and health	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

This will limit your options from "All" to only "Non-Online" so that you can't make that mistake.

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27

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Trouble Shooting

Occasionally, you may hear from a client who is experiencing difficulties logging in.

- Please direct the client to the wichealth.org Log In page. Have her first select "Trouble Signing In". From there she will be able to retrieve and reset her login info via email or by entering her state, eWIC ID and the answer to her security question.
- If she is still unable to access her account, have her click the "Help" button located on the bottom right corner of the page and have her submit what she is having trouble with, her username, and/or her eWIC ID. She can also email help@wichealth.org and include the same information. WICHealth.org helpdesk staff will respond as quickly as possible, usually within 24 hours.

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28

More about WICHealth.org & KWIC Auto-Documentation

For more information please see [KWIC 4.5 Release](#):

- Online Nutrition Education – Brief Summary
- Online Nutrition Education – Detailed Document

Thank you!