

Procedures for using wichealth.org as an Education Choice

8/2/2022

Policy

The policy [Section 6.7 Additional Nutrition Education](#) describes options for providing additional education, including alternatives to face-to-face contacts. Self-guided education contacts may be used for providing additional education for participants who do not require a high-risk contact. One self-guided nutrition education option available to Minnesota WIC is **wichealth.org**.

What is wichealth.org?


- A website with numerous lessons for pregnant and breastfeeding women and for the parents/caregivers of infants and children. Lessons are available for both English and Spanish speaking participants.
- Nutrition education that WIC participants can complete on their own time, anywhere they access the internet. It works well on mobile devices!
- Learning modules are developed using educational and communication theories. Each lesson is individualized to the participant's interest and readiness for change.

How does wichealth.org work

- Let's start with what happens at a WIC appointment!
- A CPA determines [wichealth](http://wichealth.org) is appropriate for a participant needing a **low-risk** additional education contact and offers it as an option. Assure that the participant has internet access.
- A WIC staff member explains how to use the site and provides written information.
 - Minnesota WIC flyer templates are available in English and Spanish on [WIC Education Choice](#).
 - The flyer templates are modifiable. The local agency may add and/or change information on the flyer to meet needs of agency. In particular, the agency is encouraged to add information on how follow-up on the [wichealth](http://wichealth.org) lesson will occur, e.g., add date and time for phone follow-up.
 - The WIC staff member should complete the Household ID and County information on the flyer. The participant will need this information to set up an account with wichealth.org. (The Bloomington WIC program and the Tribal WIC programs are listed separately on the drop-down list of Minnesota WIC program.)
 - Additional promotional materials are available on wichealthsupport.org. See information on accessing wichealthsupport.org later in this document.

- Give the participant a target date or month for completing a wichealth.org lesson. The participant completes a lesson any time after their WIC appointment and before the next date of benefit issuance. Follow your local agency procedures for tracking the participant's education choice for additional education (Phone, wichealth or In-person).
- The participant creates an account and completes a lesson on the wichealth site.
- The participant may self-select which lesson(s) to complete, **OR** the CPA may refer the participant/parent to a specific wichealth lesson to expand on the education provided at clinic. Here are some examples:
 - A mother is concerned that her 2 year is a picky eater. The CPA uses PCS skills to help the parent explore feeding options. The CPA can offer the wichealth lesson "Secrets for Feeding Picky Eaters" as a way for the parent to review additional information at home.
 - After discussing ideas for increasing a child's activity, suggest the parent check out the lesson "Happy, Healthy, Active Children" for additional child-appropriate activities.
- The family may complete one lesson. However, as with in-person educational contacts, education should be relevant and individualized to the category and needs of each family member. There will be an opportunity to discuss the specific educational needs of individual family members at the time of follow-up.
- Lesson information is imported by Quick Connect.

Quick Connect

- When a user completes a wichealth.org lesson, the lesson topic and date information imports from wichealth.org to the Nutrition Education tab, Group Education Contacts in HuBERT. This import in the system occurs in the early morning of the next day.
- Below is an example of what a contact looks like inserted into the Nutrition Education Tab:
 
- Lesson information is imported for all household members in an active certification. Every wichealth.org lesson is available for every category of participant in the Nutrition Education Tab including Pregnant, Breastfeeding, Non-Breastfeeding Postpartum, Infant and Child participants.
- The local agency has options for identifying families with completed lessons. The options include:
 - Use the [Wichealth.org Contacts InfoView](#) report to identify participants with a completed wichealth.org lesson. This report provides the SWID and HHID for all participants with a wichealth.org lesson documented in the Nutrition Education Tab for a specified time. The local agency determines how frequently they would like to run the report, e.g., daily, or weekly. **(Recommended option)**
 - Receive emails from wichealth.org with the Certificates of Completion. The emails are sent after the completion of every lesson. If you would like the Certificates of Completion for your participants to be emailed directly to your agency, contact help@wichealth.org and provide the email address for your agency. For multi-county

agencies, let wichealth.org know which counties to include. We suggest using a generic “non-person” email account to receive these emails from wichealth.org.

- Or use both options above.
- WIC staff can also verify lesson completions on www.wichealthsupport.org website. On this site, go to:
 - **Client Search:** Enter a Household ID and find out when they completed a nutrition education lesson and other details about their sessions.

Following up with participants

- Offer the participant the opportunity to discuss the content of the [wichealth](http://wichealth.org) lesson and to ask questions. This may be by phone, email, or text. See [Section 6.7 Additional Nutrition Education](#) for information on self-guided education requirements and options for follow-up.
- If there are multiple family members and only one lesson was completed, the CPA may discuss the specific nutrition needs of other family members. For example, a parent with a 3-year-old child and a 3-month-old infant chooses to complete the “Happy, Healthy, Active Children” lesson. At the follow-up contact, the CPA can offer anticipatory guidance for the infant, such as how to introduce solid foods. Assure high-risk care follow-up is provided for any household members with a high-risk condition. Document the education provided for household members not covered by the wichealth.org lesson.
- Quick Connect documents the completion of the wichealth.org lesson in the participant’s record. Additional documentation of the lesson is not necessary.
- If a participant does not complete a [wichealth](http://wichealth.org) lesson as anticipated, offer these options for nutrition education:
 - [Wichealth.org](http://wichealth.org) – offer additional time to complete a lesson.
 - Phone contact – follow your local agency procedures for phone contacts.
 - In-person – provide a nutrition education contact at the clinic.

How to access wichealth.org and wichealthsupport.org

- Send an email to help@wichealth.org to request access to the www.wichealthsupport.org website. Indicate your email address and agency name. For multi-county agencies, list all the counties in your agency. Be sure to specify you want “State Rep” access. This will allow you to access stats and lesson completions for all Minnesota WIC participants. The user will then receive an email inviting them to create a username and password for www.wichealthsupport.org.
- Access wichealth.org by navigating from the wichealthsupport.org site. With your wichealthsupport.org account, you can visit the wichealth.org site, complete lessons and become familiar with the content of the site. This will be your “practice” account.

Wichealthsupport.org

wichealthsupport.org is an administrative site for state and local agency staff. On this site, you will find:

- Client search – Enter a client’s WIC ID and see details for each of their completed nutrition education lessons
- Usage Statistics – Check out the wichealth usage statistics for your state or agency.
- Resources – Access a variety of free training and promotional materials for WIC staff and clients.
- Evaluation Reports – Discover the impact of wichealth by checking out annual and semi-annual evaluation reports.
- FAQs – Get answers to the most frequently asked questions.
- Academy – Includes modules for training WIC staff. Learn all about wichealth – how to use it, promote it and integrate it into your daily clinic workflow.

Promotional Ideas

- Promotional materials are available on wichealthsupport.org under **Resources**.
 - Client flyers and inserts
 - wichealth promotional sticker and button
 - Educational materials for staff
- Minnesota WIC flyer templates are available in English and Spanish on [WIC Education Choice](#). The flyer templates are modifiable.
- Other ideas for promoting wichealth
 - Bulletin Board
 - Poster
 - Facebook, Twitter, Instagram

Evaluating your implementation of wichealth.org

Here are some ways you can evaluate how wichealth.org is working for your agency.

- Go to wichealthsupport.org and select **Statistics**. Numerous reports are available by state or agency. Some examples include Total Lessons Completions and Active Accounts Report.
- Survey participants for their opinions.
- Discuss how wichealth implementation is going at staff meetings.
- Let your state Consultant know of any issues you identify with the content or functionality of wichealth.org.

Considerations for implementing wichealth.org as an Education Choice in your agency

- Create wichealthsupport.org accounts for staff
- Training staff – wichealthsupport.org has an Academy for training. Training can occur at staff meetings. The state Consultant can assist.
- Timeline – Consider when to start, how to start offering.
- Staffing – Consider how this affects staffing.
- Promotion – Determine how you will promote wichealth to staff and participants.
 - See promotion materials on wichealthsupport.org
 - Minnesota WIC flyer templates are available in English and Spanish. The flyer templates are modifiable.
- Determine clinic procedures for following up on wichealth lesson completion.
- Tracking – using HuBERT scheduler options

A word about the Health eKitchen WIC Meal Planner

- Direct participants to the **Health eKitchen WIC Meal Planner** for recipe ideas. Health eKitchen is a library of the best WIC approved recipes and videos. On the home page, select *View Recipes* under **Cooking with WIC**. The user is directed to recipes that include WIC ingredients the participant has on hand.
- Health eKitchen WIC Meal Planner does not count as a completed lesson.

References – Complete Listing of Hyperlinks

Section 6.7 Additional Nutrition Education

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_7.pdf)

WIC Education Choice

(<https://www.health.state.mn.us/people/wic/localagency/nutrition/edchoice/index.html>)

wichealthsupport.org (<https://www.wichealth.org/support>)

Wichealth.org Contacts

(<https://www.health.state.mn.us/docs/people/wic/localagency/reports/infoview/reference.pdf>)

Minnesota Department of Health - WIC Program 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; To obtain this information in a different format, call: 1-800-657-3942