DATE:          October 19, 2016
TO:            WIC Coordinators
FROM:          State Staff
SUBJECT:       Tablets Used in Clinic – Pilot Project Results

The Minnesota WIC Program has been exploring new options for providing nutrition education. Over the summer, 4 local WIC agencies in Minnesota piloted the use of tablets in WIC clinic for education.

Le Sueur, Olmsted, Quin and Sherburne Counties participated in the pilot project and have shared their experiences with using tablets in WIC clinic. Here are some of the Lessons Learned:

• **Videos can be a good option for education.**
  - Videos increased staff/participant interaction in many instances.
  - Viewing a video is not the “education”, but an opportunity to enhance the CPA’s interaction with the participant. A video should be a conversation starter and a gateway to more discussion. See MOM Section 6.7 for using videos for nutrition education (page 6.7-3).

• **Videos are particularly effective in certain circumstances, such as:**
  - With families who have been on WIC for a long time with multiple children. The videos can be something new and fresh!
  - For additional education contacts for participants considered low-risk. One agency offered a menu of video options to participants/parents and asked them to select a video that addressed an area of interest/concern.
  - At certification appointments to enhance participant understanding of a topic, such as use of the Baby Behavior clips.

• **Short videos (ideally <2 minutes) work best.** Baby Behavior clips are the perfect length.

• **As with any new technology or process, there is a learning period for staff.**
  - Staff need to become familiar with the videos available. This will enable them to quickly identify a relevant video for a participant and be ready to discuss it.
  - Staff need time to become accustomed to introducing the videos and integrating videos into appointments.

• **Videos can be streamed or downloaded on to the tablet.**
  - If good Wi-Fi is available, videos can be streamed. However, some agencies felt it was easier/quicker to access videos if they are downloaded to the tablet, rather than streaming.
  - If Wi-Fi is not strong, download videos and clips to the screen or to “favorites”.

• **For clinics located in a permanent location, a second monitor attached to the desktop computer may be a better option for showing videos.**
  - Monitors are less expensive, easier to keep secure, and can be accessed with the same password as your desktop computer. You can use WIC funds to purchase a second monitor. Or your IT may have extra monitors available for your use. If
you would like more information about the dual monitor capability of your HuBERT desktop, contact sandy.sather@state.mn.us.

- Tablets are most effective in satellite clinics since they are lightweight and easy to transport. In satellite clinics, the tablets are also handy for other activities and can reduce the need for hauling other equipment and materials. For example, staff can show the Welcome to WIC videos on the tablets. One agency downloaded the Nutrition Assessment questions and the Food Package Pictorials for quick reference at satellite clinics.

Is your agency interested in purchasing tablets for use in clinic? Here is some additional information.

- **Funding:**
  - Local agencies may use their WIC grant for purchasing tablets or additional monitors. At this time there is no special funding available for purchasing tablets.

- **Guidelines for tablet selection:**
  - Based on recommendations from MDH IT staff, the agencies used the Microsoft Surface Pro 4. While stable and easy to use, it is probably more “robust” than necessary for the intended use, and agencies should consider a less costly option. Your IT staff can assist you.
  - A case for each tablet is recommended to protect it from damage.
  - A kickstand for the tablet is ideal. Otherwise staff need to hand the tablet to the participant to view the video.

- **Security:**
  - The agency must determine protocols for protecting the tablets from theft. Your IT may already have policy/procedures for securing tablets, or can assist you with determining policy/procedure.
  - Do not load private, non-public data on to the tablets. Private participant data must not be installed or downloaded on to tablets.

- **Selecting videos for use in clinic:**
  - The pilot agencies identified short videos and clips to use in clinic. We will provide a list of these in the next few weeks.

Thank you to Le Sueur, Olmsted, Quin and Sherburne Counties for participating in the tablet project and for providing excellent evaluation information!