



FAQ'S : One Year Certification & Health Screen (HS)

HS Appointments:

Note: In February, there will be an enhancement added to WISPr to ease confusion in regards to when the HS button will appear. For I, C, B If a HS will be required, the certification staff note (automatically generated by WISPr once certified) will say "Health Screen availability range [start-end date]." Or, if no HS will be due it will say "No Health Screen required." The categories that qualify for one year certification that are initially given a temporary certification will not show the HS dates until their certification is changed to a regular length once proof is provided.

Q1:

An infant certified for 12 months has a health screen before January 2105 because they were 5months old. This is the "old version" of the HS. After January 2015, the HS button shows it is due because the new HS looks at 5-7 months from the certification start date (and would be open 5-9 months into the certification in this example). Do we have to complete the "new" version of the HS as well?

A1:

No, the HS does not have to be done again. We understand the need to transition this process for infants that may have already completed a HS.

If a HS was completed for an infant before January, staff may document a brief note in WISPr that a HS has already been completed and the date it was done. There has to be a note in WISPr acknowledging a HS was done.

This only applies to infants that have had a HS completed prior to January. Previously, a HS could be completed as early as age 5 months, so by May 2015 all infants should be transitioned to needing a new HS and staff may no longer document that an old HS was completed.

Q2:

- a) An infant is 11 months old, why were they certified for 6 months instead of one year?***
- b) Do they need a health screen if they are certified for 6 months?***

A2:

a). The policy for one year certification of infants has not changed. If they are < 6 months old they can be certified for one year, if they are > than 6 months old, they are certified initially for 6 months and then a one year certification at the subsequent certification.

b). If an infant is certified for a 6 months period because they were > 6 months old, then a health screen with not be required nor will it appear in WISPr (Note, if a certification is < 8 months a HS prompt will never become available; remember the HS is driven by certification start dates, not age).

Q3:

An infant certified one month ago (4 month old infant) and is now 5 months old, why is the health screen button not showing up?

Is the end date for the HS the last day of the 7th month or 7 months exactly (to the day) from the date of the certification?

A3:

In the training it was noted that “appointments occur 5 to 7 months into the certification.” This means from the start date of each certification. Health screens are no longer based on age for infants, but by number of months from the start date of a certification.

The month of the end date for a HS may vary based on the length of the certification, but it will be “to the day” from the date of the certification.

- If a certification is 12 months long, then there will be a 5-9 months window to complete a HS (start prompt at 5 months and disappear after 9 months since they have less than (<) 3 months left before a subsequent certification will be due).
- A certification has to be greater than (>) than 8 months in length in order for a HS prompt to be available. Then a HS will show up after 5 months of certification and disappear once there is less than (<) 3 months left of certification.
- Less than (<) 8 months certification lengths will never have the HS prompt option.

So it could be around 7-9 months (ex. a 10 month cert may have a window 5-7 months (and a couple of days depending on end date), after 7 months, they have less than 3 months of their cert left). We encourage the LA to complete the health screen between 5 to 7 months into the certification.

For the infant in the question above, they are only 1 month into their certification, so the HS would not show until 5 months into the certification from the start date. However the infant would be 9 months old at that point – so the HS button won’t appear (or may appear for a day or two depending on the length of the month), and a HS would not need to be completed because they have an 8 month certification. Even though the HS would not be completed, it would be expected to see 3 nutrition education contacts documented (includes the education contact at certification).

Examples:

- 1 mo. old is certified on 2/1/15 (11 mo. cert). A HS prompt will start to appear at 7/1/15 (5 mos. into the certification) when the infant is 6 mos. old and will continue to appear either until the HS is completed or the infant turns 9 mos. old (3 mos. until their age 1 certification).
- 2 mo. old is certified on 2/1/15 (10 mo. cert). A HS prompt will start to appear at 7/1/15 (5 mos. into the certification) when the infant is 7 mos. old and will continue to appear either until the HS is completed or the infant turns 9 mos. old (3 mos. until their age 1 certification).
- 4 mo. old is certified on 2/1/14 (8 mo. cert). A HS prompt will not appear because 5 mos. into the certification the infant will already be 9 mos. old (3 mos. until their age 1 certification) so no HS will be needed for this infant.

Typically it will be the second appointment scheduled following the certification where the HS will be done (certification appointment; 3 mos. later an individual appointment or class; 3 mos. later a HS appointment) unless the infant is already 9 mos. old or older at that point - then no HS needs to be done.

Q4:

HS button is not appearing (i.e. infant not 5 months into the certification yet) and a HS appointment was scheduled, what can we do?

A4:

Staff can get the relevant HS information and put it in the anthropometrics section and summarize the other HS information in the care plan (or the HS can be rescheduled if the participant prefers – if it's the participant's choice since it may be a burden to bring the infant and immunization records again, etc.). Be sure to document when the HS was done (if it occurs outside of the normal HS button time frame).

Q5:

How do you want a no show documented?

A5:

Anytime a required visit cannot be completed such as a HS visit, best practice is to make the documentation trail complete so there is no question to what services were provided or not.

We understand situations may arise when a participant may not show up for an appointment or there is a scheduling issue. Ideally a health screen should be done if at all possible (i.e. seeing if the participant is willing to come back or reschedule in 1, 2 or 3 months to do the health screen depending how wide the health screen time frame is; or doing as much of the health screen as possible at the current appointment if it's a burden for the participant to come back for another appointment).

Staff should document what was done (and why if the health screen wasn't completed in full). Documentation may be brief for example, "HS not completed – NS" or "HS not completed – participant rescheduled due to transportation issues."

Check with your Coordinator or Supervisor about where to document appointment related information.

Nutrition Education:

Q1:

Will there be specific nutrition education materials provided for the HS?

Up until now, HS has always referred to an appointment for infants at 6 mos to discuss introduction of solids, take a BF picture of mom and baby (if applicable), give a spoon for solids, and in preemie cases, check hgb. Regarding the situation where an infant is Certified around 4 months, do we now cover this information at a different appointment targeted around the 6 month mark? The main concern was missing the discussion about introducing solids as was typically discussed at HS appts.

A1:

Nutrition education is to be participant centered (individually tailored to a participant’s nutrition risks, questions, interests, goals and/or concerns – staff can choose one or two of those areas to focus on during the education portion of the HS apt.). A participant will have 4 NEC within a one year certification so discussion of introducing solids can still occur at any of those visits, but we don’t encourage age prescriptive education at specific appointments. Staff would want to determine the interest of the participant; a new mom may be interested in this information whereas a mother of multiple children may not, instead having other concerns or interests that could be discussed.

Care Plans:

Q1:

- a) *What ‘type’ should I select when writing my care plan?*
- b) *At a HS appointment conducted by the RD, is the care plan type described as “Health Screen” or “Registered Dietitian?”*

A1:

a). The Coordinator may decide how they want staff to assign the ‘type’ of care plan. General visits have been listed as options at this time such as certification or HS appts. If a visit includes multiple reasons staff should select the type they feel best represents the visit or the primary reason for the appointment.

b). We are taking feedback on this if staff has recommendations. For example, we have added RD/HS, RD/CERT, RD/BF and Temp Cert as additional care plan types. The combination types should help avoid some of the confusion with selecting a type for multiple visits that overlap the RD.

Refer to your Coordinator or supervisor for specific guidance for your agency.

Q2:

For the care plan, why do the handouts not populate to other participants?

A2:

We apologize for the inconvenience of the newly added handout section not populating. The State is aware and has added this item to be fixed in WISPr and hope to have handouts populating as soon as we can.

Q3:

When a health screen is performed, does staff only have 24 hours to complete a care plan?

A3:

No, we discussed that a health screen has 24 hours to edit and then the health screen cannot be edited anymore similar to a certification. So, if you wanted to add a risk and want it tied to the health screen, you could within 24 hours by making changes and hitting the purple button ‘complete health screen’ within the ‘edit health screen’ button. After 24 hours the button for ‘edit health screen’ will disappear. For the health screen and certification, there is a reminder to complete the care plan, but there is no timeframe within WISPr that only allows one within 24 hours. The care plan is separate even though one is completed to assess the information from the cert or HS visit and document nutrition education etc. Best practice is to complete the care plan immediately following an appointment.

Hemoglobin (hgb):

Q1:

- a) *Are premie HS always scheduled with the RD, regardless of infant age? And is hgb checked on premie babies at the 6 month mark or at the HS appointment (if they're different?)*
- b) *When is hgb checked with the health screen?*

A1:

a). The hgb collection schedule is still based on age and not driven by apt types such as HS or certifications. Hgb may not always be obtained during a health screen, but we would encourage combining appointments whenever possible. A HS for a premature infant does not have to be completed by an RD, but this may be a policy at your LA. In this example, if the HS window covers the hgb collection, then staff may try to combine the appointments.

b). The requirements for obtaining hgb have not changed, see schedule below.

Bloodwork Collection Schedule:

Pregnant (P)	Hgb obtained at Certification
Postpartum Breastfeeding (B) or Non-Breastfeeding (N) Women	Hgb obtained at Certification
Infant (I)	Hgb obtained between 9 to 12 months old
Premature Infant (I)	Hgb obtained at 6 months old
Child (C) (12-18 months of age)	Hgb obtained 15-18 months old (6 months after infant test)
Child (C) (24 months of age and older)	Hgb obtained yearly if within normal limits (WNL)

Verification of Certification (VOC):

Q1:

If a VOC transfer from out of State has a 6 month certification period for a child do we extend the certification?

A1:

The information on the VOC should always be entered into WISPr exactly how it is shown on the VOC. Idaho will honor the months they have left and the appropriate certification period for our State will be assigned once their subsequent certification is completed.

Q2:

Will you be required to do the health screen (HS) when the VOC is less than 5 months into the certification?

A2:

In order for the HS button to appear, when a VOC transfers they must be 5 months or less into their certification (and have a total certification length of more than 8 months). Then the HS button will appear 5 months into the certification until they are < 3 months from the certification end date. (No HS if they came to Idaho greater than or equal to 5 calendar months into their certification due to the participant may have already had a health screen done before they transferred).

Breastfeeding Women:

Q1:

- a) *What if a woman is no longer breastfeeding at the HS appointment?*
- b) *A breastfeeding mom comes in for her HS appt today and informs staff she is no longer breastfeeding. Staff changes her from B to N and does not conduct the HS, correct? Does the HS button then disappear or will it continue to flag for the remaining HS timeframe?*
- c) *A breastfeeding mom stops BFing a couple months into the cert (changed from B to N). Then at her next appointment she has resumed BFing so is recertified as a BFing mom again. Will we be required to do a HS on her, even if her cert will end before the deadline to complete the HS based on her second BFing mom certification?*

A1:

a & b). A HS only needs to be completed for a Catg B, not a Catg N. If a woman reports a category change at the HS, staff would assess where the participant is at (ex. already stopped BF, no longer want to try, having concerns that could be addressed, appropriate referrals that could help etc.) and document in WISPr. Since catg N does not need a HS, the button will no longer appear once she changes from B to N.

We encourage HS appointments to be made together for a Breastfeeding mother and infant (as well as any other children). If a woman reports a category change at the HS, assess where the participant is at and document in WISPr. The infant HS should still be completed regardless of the woman's category.

c). Review the guidance from the answer to question 8 below. If, after she has returned to category B:

- there is less than 8 months remaining in her certification, the HS would not be required and the HS button would not show up.
- there is greater than 8 months remaining in her certification, the HS button will show up starting at 5 months from the certification start date, but the window for completing the health screen may be short since it will close if there is < 3 months from the end certification date. If you only have a couple months to complete the health screen and it doesn't work out to be scheduled, document why in WISPr.

Q2:

When doing a health screen for a breastfeeding woman, does staff need to re-ask assessment interview questions for which the answer will be the same as it was at certification?

A2:

Specifically these are the assessment interview questions asking about what happened during the woman's pregnancy. The answer is no. Staff may use the same assessment interview responses as what was documented at her post-partum certification as a breastfeeding woman.

The specific questions staff don't need to re-ask are as follows:

Health/Medical

- 4. *Was this your first pregnancy?*
- 5. *Did you have any health or medical concerns with this last pregnancy, such as gestational diabetes?*
- 8. *How much did your baby weigh at birth?*

9. When was your first visit for prenatal care?

Lifestyle

2. Did you smoke during the last 3 months of your pregnancy?

5. Did you drink alcohol in the last 3 months of your pregnancy?

Nutrition/Health

9. Did you take a multi-vitamin during pregnancy?

10. Did you take a multi-vitamin before your pregnancy?

When the IT developers programmed the health screen in WISPr, they explored the option of having the answers to certain assessment interview questions pre-populate from a breastfeeding woman's certification to her health screen. Unfortunately that wasn't possible to do with the current way the assessment interview is programmed. We're aware pre-populating would make it easier for local agency staff and hope to change the way the assessment interview is programmed sometime in the future (no timeframe has been determined).

Q3:

How should BF women be scheduled for their health screen appointment during the implementation of health screens?

A3:

After January 5, 2015 all women certified as breastfeeding should receive a health screen, if their certification is at least eight months long. This appointment may be scheduled with her infant's health screen.

Since this is a new service WIC provides for breastfeeding women, the following guidance will help you transition to all eligible participants receiving this required service through May 5, 2015.

If the woman is not scheduled for a health screen, offer her a health screen appointment before or during a scheduled appointment. Explain the possible benefits of having a health screen (i.e. opportunity for individual support). Consider the following when offering and scheduling a health screen:

- What the woman states is most convenient and helpful for her
- What is workable for your staff and clinic situation

The best option may vary by clinic and participant. Possible examples include:

- Offer to complete it at an already scheduled individual nutrition appointment (prior to having <3 months left in her certification), letting her know the appointment may be longer than originally scheduled (if applicable to how your agency schedules).
- Offer (during a reminder call, etc.) to change the woman's appointment from a class, quick/mini WIC, etc. to an individual appointment to complete the health screen.
- Offer to complete the woman's health screen with an upcoming infant or child appointment if one is already scheduled.
- If time is limited, you can choose to complete only some of the health screen components. Include in your documentation that time prohibited completion of the full health screen.

If the breastfeeding woman comes to WIC during the time she is eligible for a health screen, but does not receive a health screen, document why the health screen was not completed. For example:

- “HS not completed – attended class”
- “HS not completed – individual education apt”