



Week ending issue: September 20, 2013 – Issue #185

Policy

From the WIC Services Policy and Procedure Manual – 215.80 Interviewing Tips

The following techniques improve the quality of information obtained in interviews. These skills can be used during diet assessment activities and other health assessment activities.

- **Introduce yourself.** Explain what is going to happen during the time you spend with the applicant.
- **Communicate a non-judgmental and interested attitude.** Give your undivided attention to the applicant. Do not criticize or prematurely express your opinions.
- **Listen.** Pay close attention to detail, storing information mentally for later evaluation. Do not assume anything until the applicant tells you it is so.
- **Use open-ended questions when you can.** Limit the use of directive or closed questions (questions that can be answered yes or no) when possible.
- **Elicit the applicant's concerns, hopes, and expectations.** Determine if any fears or concerns exist and identify how the applicant thinks you can help.
- **Be aware of nonverbal communication.** Note facial expressions, body language, posture, and signs of emotions. Observe the interaction between a mother and her children.
- **Acknowledge that you understand.** Let the applicant know you have understood and accepted the information shared before offering any specific advice.
- **Don't let hostility be a communication barrier.** Bring it to the open. Ask, "You seem to be angry with me, can you tell me why?" When you feel yourself becoming angry, ask yourself, "Why?"
- **Separate the interview and data collection from education and counseling activities.** Collect all of the information first so you have the whole picture to review. It is confusing to applicants to switch roles from providing information to receiving information. However, if an applicant asks for information, it is acceptable to answer the question. A brief answer may be best, with assurance that further discussion will come when you have completed collecting information.

Information

SAVE THE DATE!

In commemoration of National Hispanic Heritage Month, the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Health: Office on Women's Health, Office of Minority Health, Office of HIV/AIDS and Infectious Disease Policy and National Vaccine Program Office invite you to participate in the webinar:

Hispanics and Hepatitis: What You Need to Know

There are an estimated 53 million Hispanics/Latinos living in the United States, which makes this group the largest and fastest growing minority group in the U.S. The prevalence of Hepatitis C among Latinos is estimated at 2.6%; significantly higher than the estimated prevalence of 1.5% in the general population. Awareness remains very low among Hispanics despite the availability of treatments that can cure Hepatitis C.

This webinar will highlight factors affecting early diagnosis, disease progression and timely treatment for Hispanics, including barriers in access to quality care, common co-morbidities, patient awareness, education, and language barriers. Presenters will share strategies to raise awareness about viral hepatitis among Latinos; benefits of prevention, testing, education; and bring attention to related health issues, such as HIV co-infection, diabetes, obesity, and behavioral health issues, such as substance use/abuse.

When: Monday, October 7, 2013 2:00-3:30PM ET

Opening Remarks:

Howard Koh, MD, MPH

Assistant Secretary for Health
U.S. Department of Health and Human Services

Presenters:

Monina Klevens, DDS, MPH

Division of Viral Hepatitis
National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
Centers for Disease Control and Prevention

Yonette F. Thomas, PhD

Department of Public Health Sciences
University of Miami, Miller School of Medicine

José Bordon, MD, PhD, AAHIVS

Department of Medicine
Section of Infectious Diseases
Providence Hospital, Washington, D.C.

Corinna Dan, RN, MPH

Viral Hepatitis Policy Advisor
Office of HIV/AIDS and Infectious Disease Policy
U.S. Department of Health and Human Services

You need to register for this webinar!

Participant access information:

URL:

https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&Conference_ID=7689435&passcode=6207866

Conference number: 7689435

Passcode: 6207866

To register for this event:

1. Go to the URL listed above and choose Web RSVP under Join Events.
2. Enter the conference number and passcode.
3. Provide your information for the event leader and then click submit.

Hope you can join us!

WIC Operational Plans During an Emergency

The “WIC Operational Plans During an Emergency” document has been updated. New to this document is “Appendix F: Clinic Charting Form”. This appendix contains an updated paper version of the information to be collected in IWIN if manual documentation is needed.

Both of these documents have been posted on the WIC WebPortal under the Resources section. Updates to the document are in yellow. Please take some time to review these documents. Also note the local agency responsibilities that are found in this document.

Resources

Recommended Readings

For those of you who did not attend the webinar: “Creating Inspiring Nutrition Education Tools! Messages Matter” we would like to encourage reading a couple of the recommended readings that will help in understanding ways to share the core nutrition messages with participants that are more “Participant-Centered”. These are:

Chapter V: Putting the Messages into Practice

<http://www.fns.usda.gov/sites/default/files/MessagePractice.pdf>

Chapter VI: Picking Your Communication Outlets and Methods

<http://www.fns.usda.gov/sites/default/files/CommunicationMethods.pdf>.

After reading, try to think of creative ways to share some of the results of the referenced focus group results.

Helpful Hints

This week, one of the ideas submitted from a local agency will be shared. Please feel free to share ideas with your consultant to be shared in future issues.

Kris Wood from Pottawattamie County WIC shared this:

There is an easy way to document statements written on the WIC Health certificates into the IWIN care plan. Using your computer use the control C (copy) function to copy the statement from the certificate and paste it into the IWIN care plan using the control V (paste) function.

Training

The Coalition Against Sexual Assault

The Iowa Coalition Against Sexual Assault is pleased to announce that scholarships are available to send a limited number of nurses to Sexual Assault Nurse Examiner, SANE, training in early 2014. The scholarships will cover the cost of the class and travel accommodations. Nurses who are from rural Iowa, of color, or whose first language is not English are encouraged to apply. If interested or would like more information, please call 515-244-7424 and ask for Suzanne or email her at medicaladvocacy@iowacasa.org

Women, WIC and HIV: Why and Why Now? Webinar

Please join the Region VIII Federal National HIV/AIDS Strategy Workgroup in an HIV/AIDS webinar specifically targeted for Women, Infants and Children (WIC) Clinics and those working in Maternal and Child Health (MCH).

Register:

<https://events.r20.constantcontact.com/register/eventReg?llr=6yud54gab&oeidk=a07e85k5cvucec86d8f>

Wednesday October 9, 2013

1:00-2:30 pm MT

Phone: TBD

Access Code: TBD

The Mountain Plains Region of the USDA Food and Nutrition Service is a member of the Region VIII Federal National HIV/AIDS Strategy workgroup and is committed to ensuring that health issues related to women, infants, and children are addressed. Speakers presenting in this webinar will discuss the current situation of HIV/AIDS in women, and the important role that WIC and MCH programs can play in reducing the spread of HIV as well as better support those who are positive.

SPEAKERS

Frances E. Ashe-Goins, RN, MPH

Reaching the next level for women and HIV/AIDS
Associate Director for Partnerships and Programs
Health Science Administrator
Office on Women's Health
U.S. Department of Health and Human Services

Barb Cardell

Chair, Positive Women's Network USA
Regional Coordinator, Positive Women's Network CO
Legislative Chair, Colorado Organizations Responding to AIDS

Penny DeNoble, MEd

Trainer, Educator, Consultant
The Issue of Blood Outreach and Consulting Services

Anne L. Dunlop, MD, MPH

Acceptability and Potential Impact of Brief Preconception Health Risk Assessment and Counseling in the WIC Setting
Associate Professor, Office of Academic Advancement & Research, School of Nursing; Clinical Faculty, Dept. Family & Preventive Medicine, School of Medicine and Adjunct Faculty; Field Advisor, Dept. Epidemiology, School of Public Health, Emory University Woodruff Health Sciences Center

eWIC Updates

The Food and Nutrition Service website provides information about what EBT phase other states are in and whether the state has chosen an online or offline solution. See the following websites for this up-to-date information.

<http://www.fns.usda.gov/wic/ebt/activities.htm>

<http://www.fns.usda.gov/wic/ebt/detailebtstatusreport.htm>

Dates to Remember

2013

- Communication and Rapport Building Workshop – October 29, 2013

New Employee Training Go-to-Meeting

- NETC Go-To-Meeting (All new staff) – October 10, 2013 from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – October 17, 2013 from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – October 24 from 8:30-11:30

Available Formula

Product	Quantity	Expiration Date	Agency	Contact
Enfaport	87 – 8 fl oz cans	11/1/13	North Iowa Community Action	Carla Miller 641-423-5044
Neosure RTU	2 cases (6-1Q) plus 3 bottles	1/2014	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Pregestimil	5 cans (16 oz) powder 1 can (16 oz) Powder 10 cans (16 oz) Powder	1/2014 7/2014 9/2014	Upper Des Moines Opportunity	Tammy Chapman 712-859-3885 Ext. 110
Peptamen Jr.	8 cases of 24 15 cans	6/2014 5/2014	Mid-Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Duocal	1 can – 14 oz	4/2016	Mid-Sioux Opportunity	Glenda Heyderhoff 712-786-3417