

## **NUTRITION FIRST DISCUSSION MEETING –RD’S**

May 12, 2020

Welcome by Carolyn Conner

Discussion of providing RD appointments remotely:

Introduction: Bernita Lacroix many years of doing WIC services remotely

### **WHAT IS GOING WELL; WHAT IS FRUSTRATING ABOUT REMOTE WIC VISITS**

Mara: Clients are concerned about not getting weights and measurements for their infants/children.

Stacey Busey : Clients happy to be home safe and not have to come in for appointments. The WIC clinic has a medical Clinic next door that has measurements they can get. Or they ask the clients to provide the measurements they have.

Bernita in Pacific County: Not having measurements is frustrating. Well-child visits are down so she is encouraging clients to call their doctor’s office and find out how the visit will go. Then clients can feel more comfortable to go in and get the measurements and immunizations.

### **HANDOUTS**

Diane Marx: is finding it difficult to give handouts.

Jose Romo Ramirez has been emailing pdf copies of the handouts; available on the WIC website. Clients really like the I’m One, I’m Two...series.

Kathy Anderson finding that clients don’t like having so much paper so she appreciates the pdf forms on DOH WIC.

Yvette Fierce is thinking more about whether the client really wants handouts, so this situation is making us think now how useful they are. Should we spend effort to mailing handouts? Sending the link online to the pdf of handouts online so they can be reviewed with WIC staff or, on their own. Finger Foods handout is a favorite; clients put on refrigerator.

Jose says as he talks to patients, has them go get ¼ cup in their cupboard. Talking them through actual items rather than giving out the handout on portions.

Diane Marx used liquid yogurt bottles to show the sugar.

From Tricia Pace: If you can screen share, then you can view the handouts with your clients thus highlighting what's important to them. They may choose whether to print it or not or just access it later on line.

Bernita Lacroix says we can do many things to do with screen share, including handouts, measurement graphs. Not using ZOOM to share screen with clients because they don’t always have enough band width or capabilities.

[State is working on getting GoToMeeting licenses so all clinics have access to video chats.]

## **DO CLIENTS SEEM MORE FOCUSED ONLINE, RATHER THAN IN OFFICE (WITH ALL THE KIDS)**

Diane Marx says WIC visits seem more focused because can put baby down for a nap. Someone can watch the other children in a different room.

Stacey had seen both ways. Sometimes clients are doing dishes in the background so noisy; or kids running all around.

Yvette Fierce asks if having a scheduled appointment for phone calls makes a difference?

Stacey says they do reminder calls and call on time, but it is just a struggle with some families.

Bernita Lacroix says remote means you can't see the distractions that doesn't show on the screen. So good to check with them and ask, Is this a good time?

Allison Fischer wondering about talking to client about expectations on phone appointments. It is still an appointment so what really is a good time for you. But overall, remote appointments are much less chaotic.

Kathy Anderson says it is hard to see their body language and their reactions

Yvette Fierce says appointments take a little longer because having to explain more than using body language. Have to listen very well to what they are saying.

Stacey Busey says there is a challenge for using interpreters because the threesome can't see each other to use body language to know when to chime in. Those appointments take longer (using interpreters over the phone). Also three different home distractions.

Diane Marx sees the clients being less open than when they are face to face with an interpreter.

From Steph Fairweather: I'm having a good experience with the phone translators! It's an opportunity to be aware of cultural competence and motivational interviewing. My clients are very open knowing we're using the translators, I explain that it's important for me to understand exactly what's being said.

Jose misses the challenge of connecting with the children. He engages with the kids during the appointments. Talks to them first. What the appointment is about? Asks if they followed up; if they are eating more carrots.

## **CAN CLIENTS REALLY OPEN UP EMOTIONALLY OVER THE PHONE?**

### **ARE THERE ANY MORE FOOD SECURITY ISSUES BEING BROUGHT UP BY THE CLIENTS?**

Jennifer Hamilton has noticed more clients bringing up food insecurities so has great resources to share with them, in her community.

Diane Marx hears a lot of stress in peoples' voices: job loss, stress, kids at home needing attention. Lots of stress.

Stacey. Moms asking about online resources for helping kids get ready for preschool, activities to keep them active and safe at home.

## RESOURCES

Kristen Rezabek. Used SNAP-Ed dollars to share cooking demos online. Also putting together monthly recipe tip sheets based on Harvest of the Month. Use ZOOM to share. These are Video to access online, rather than live classes. Working on doing a whole series to post on county website. Will share links when done so Carolyn can post on Nutrition First

Kathy Anderson thinking maybe a local chef can do videos and they can post.

Carolyn thinks reducing the overwhelming lists of resources online and being able to point the WIC clients to local resources would be helpful.

Diane Marx says a former intern has done some videos to share. Diane will share resource links with Carolyn to post on Nutrition First.

From yvette fierce: <https://vivafarms.org/recipes/>  
instructional videos are posted on the Viva Farms website now

From Steph: I've been sharing the Yummy Recipes section on the WIC Shopper app with many of our clients! It's easy and our clients are happy to know they have recipes at their fingertips

## HOW IS COMMUNICATION GOING WITH THE MD OFFICES GOING?

Diane Marx says she is getting to know the best resource person to contact in the medical offices and getting to know them. So she has been able to get results. Building relationships.

Stacey says she is not seeing as many requests for special formulas.

Jennifer Harris (Swedish) has been receiving much more formula requests d/t lots of high risk babies. Has not had an issue when getting necessary forms. Working with home care services at Children's Hospital to get more formula is working well, too.

Carolyn-NF working with NWIC to change current regulations re RD's being able to make recommendations for OTC formulas. Within the RD scope of practice.

From Steph Fairweather: We're having a challenge with the workaround for the RD to be able to fax the MDF w/ recommended food/formula indicated to the doctor's office, asking to complete with dx and fax back...the RDs are working from home so can't fax the forms w/ the recommended pkg to the doctor

Diane Marx using more verbal order than fax since working from home.

Jose Romo Ramirez using fax2mail through email and that is working well. They get immediate feedback on fax going through.

From yvette fierce: Can we get a MDF form that we can fill in electronically so we can fax using email (fax2mail)

From Jean O'Leary from state office: I'm checking into this

Jennifer Dickison has it set up to so clients can email them pictures of necessary forms

## **WHAT OTHER RESOURCES COULD RD'S BENEFIT FROM?**

### **ANY TRAINING NEEDS?**

Diane Marx (Community Action), bought phones for staff to use. But if clients don't recognize number, they won't answer the phone. Be nice if could show the work phone number.

Kathy Anderson can take phones home from office. It is an internet phone and it is working well. Uses the office phone number/extension

Yvette Fierce remembers an app being mentioned to adjust the phone number

Brenda (WW) says they use app that shows WIC number from your phone. "Jabber" through Cisco Phone Managing System.

From Kim Boggs We have something likes this with Swedish..I'll look into this and send if I can find

From stacey busey AND has put out some free webinars on RD services from home if anyone is interested in those. They are for members and non-members. Just wanted to give the resource.

Jacqueline Beard says if you are interested in a GoToMeeting license, please let the state know. Hoping to have training available soon, after the fact-finding group reports. Hopefully available in a couple of weeks.

From Kim Boggs: Hello. I checked the actual Doximity Dialer site just now and they have just expanded access to all providers, not just MDs, (MDs, PAs, ARNPs, Pharmacists, and Medical Students) can set up an account. Doximity Dialer is a mobile application (iOS and Android) that allows you to call patients using your cell phone, while displaying any phone number of your choice on the patient's caller ID. All other staff that need to mask their number can then register as part of our care team.

This is what I found. Here is where to go to set this up on your phone.

<https://support.doximity.com/hc/en-us/articles/360044621094>

Stacy says they are using it. Can use 2-way, up to 6 calls so can use for group calls. Can have caller ID show the name of clinic and clinic phone number.

Carolyn says she has found out how to send emails to all participants on the call so will email the notes with all the links. Notes will also be posted on Nutrition first Washington website under COVID.

Topic next Tuesday: Discussion on doing Nutrition Education Online