

All Staff  
Training Update  
Webinar

July 31, 2015

10:00 – 12:00CST



# AGENDA

- ❖ New Foods
- ❖ Breastpump Inventory
- ❖ Organizations & Referrals Lists
- ❖ Ordering Forms
- ❖ Basic Terminology in Journey / Categories
- ❖ Separation of Duties
- ❖ Scheduling Staff & Roles
- ❖ Presumptive Eligible Women
- ❖ Data Conversion Cleanup
- ❖ Other Tips & Suggestions for Journey
- ❖ Rollout Schedule, Location, Attendance, Support
- ❖ Baby Behavior

# New Foods

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JANE

# Breastpump Inventory

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GETTING READY FOR JOURNEY

# Types of BF Equipment Inventory in Journey

## SERIALIZED INVENTORY



Mult-User  
Pumps



Medela  
Lactina



Medela  
Symphony

## NON-SERIALIZED INVENTORY



Manual  
pumps



Single-User  
Pumps



Breastpump  
Kits and  
Supplies

# What Can We Do Now?

## Count and Organize Pumps

- Which types of pumps does your agency have?
- How many of each type of pump?
  - Include the pumps that are currently issued to clients
  - Include the pumps that you have but are not working
- Make a list of serial numbers on multi-user pumps

Look for original inventory serial number list

- Breastfeeding Equipment Inventory will begin being entered in Journey during mock clinic days.
- Think about your pump issuance/inventory process and how to merge with Journey process
  - Contact Julieann with questions about Breastpump Program or Equipment

# Organizations & Referrals

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SUSAN



# Adding Organizations to your Referral Lists

WHO DO YOU MAKE REFERRALS TO?

WHO DO YOU USE FOR OUTREACH?

THE ORGANIZATION LIST WILL BE ADDED TO JOURNEY UNDER:

SYSTEM ADMINISTRATION

CLINIC SERVICES ADMINISTRATION

ORGANIZATIONS

# Organizations

MAKE SURE THE ONES YOU REFER TO THE MOST ARE IN THE SYSTEM BEFORE YOU GO LIVE.

EXAMPLES:

IMMUNIZATIONS, FOOD PANTRIES,  
REDUCED COST MEDICAL AND DENTAL CARE,  
OUTREACH ORGANIZATIONS

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ADD DURING MOCK CLINIC

# Ordering Forms

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- ❖ Check Your Inventory
- ❖ Orders
- ❖ Recycle
- ❖ Pack
- ❖ Return



# Basic Terminology in Journey

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PARTICIPANT CATEGORIES



# Category changes GLink to Journey

GLINK CATEGORY	JOURNEY CATEGORY	More Information
PGW PGT	 Pregnant	
BF1 BF2	 Breastfeeding	Breastfeeding Description will match her breastfed infant
PPW PPT	 Not Breastfeeding	
IBF IPB IFF	 Infant	Breastfeeding description completed by CPA during Nutrition Interview (Excl BF, Part BF, Never BF, etc)
CH1 CH2 CH3	 Child	

**Breastfeeding Mom & Baby Pairs**

The food package panel will display more specific information about breastfeeding status

- Part BF Within Range
- Part BF Out of Range

# Participant Categories on Family Panel

Family			
Auth Rep: <b>Honeycrisp Apple</b> Date of Birth: 11/06/1990 (24 y)	Category: <b>Breastfeeding</b> WIC Status: Active	Cert. End: 12/2015 Last FB: May 15	<a href="#">Edit</a>
		*FB Issuance	2 Months
Participant: <b>Johnny Apple-Seed</b> Date of Birth: 12/12/2014 (7 m 16 d)	Category: <b>Infant (Male)</b> WIC Status: Active	Prim Exd/Comp Cert. End: 12/2015 Last FB:	<a href="#">Edit</a>
		*FB Issuance	2 Months
Participant: <b>Fuji Apple</b> Date of Birth: 12/12/2012 (2 y 7 m)	Category: <b>Child (Female)</b> WIC Status: Pending	Cert. End: Last FB:	<a href="#">Edit</a>
		*FB Issuance	2 Months
Participant: <b>Apple Orchard</b> Date of Birth: 10/10/1990 (24 y)	Category: <b>Pregnant</b> WIC Status: Pending	Cert. End: Last FB:	<a href="#">Edit</a>
		*FB Issuance	2 Months
Participant: <b>Cutie Clementine</b> Date of Birth: 10/10/1990 (24 y)	Category: <b>Not Breastfeeding</b> WIC Status: Pending	Cert. End: Last FB:	<a href="#">Edit</a>
		*FB Issuance	2 Months

# Scheduling Staff & Roles

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- ❖ Separation of Duties
- ❖ Security in Journey
- ❖ How Security will effect Staffing
- ❖ Scheduling appropriate staff for clinics

# Separation of Duties

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- ❖ New Draft Procedure: Separation of Duties at the Clinic Level
- ❖ Security in Journey -- Roles

## Clinic Services

- [-] Search
  - ... Simple
  - ... Advanced
  - ... BF PC Caseload
  - ... BF PC Assignment
  - ... Investigator Family
  - ... Waiting List

... New Family

[-] Family/Intake

... *Certification Guide*

... Family

... *Identity*

... Contact/Address

... Income

... Voter Registration

... *Application*

... *Participant Category*

... *Comments/Alerts*

[-] Assessment

... *Visit Summary*

... *Pregnancy*

... *BF PC Documentation*

... *Anthropometrics*

... *Blood*

... *Nutrition Interview*

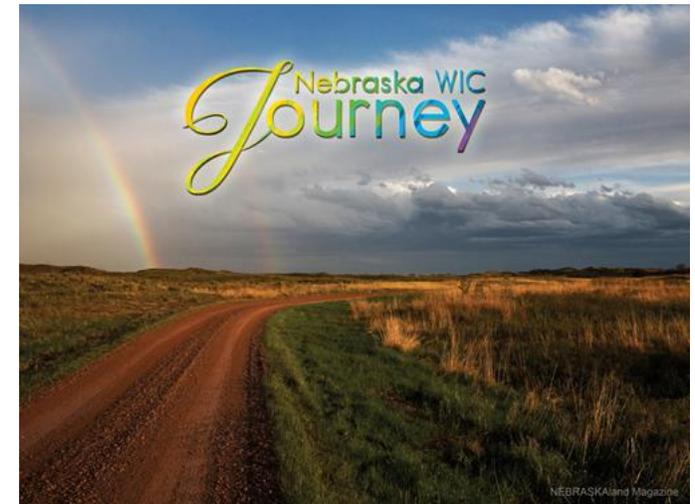
... *Risk*

Clerk  
Panels

CPA Only  
Panels

[-] Foods

... *Food Package*



# Presumptive Eligible Women

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WHAT'S HAPPENING: Presumptive Certification is Ending

WHEN: Immediately

ACTION NEEDED:

- ✓ Stop Using Presumptive Certification
- ✓ Bring those who needs 2<sup>nd</sup> visit in before Journey Training

# Data Conversion Cleanup

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- ❖ Zip Codes
- ❖ Duplicate Names
- ❖ Same person listed as 2<sup>nd</sup> Authorized Rep & Proxy
- ❖ Women with 2 records in same family
- ❖ Family Size
- ❖ No Birth Date

THE MORE ACCURATE &  
COMPLETE THE  
INFORMATION IN  
GLINK.....THE LESS  
PROBLEMS IN JOURNEY

*'Cos its in the computer, don't mean its  
right!*

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*Watch those files*

*Fix Mistakes*



# Other Tips & Suggestions for Journey

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- ✓ Tell Clients Journey is Coming
- ✓ Keep new system signs posted
  
- ✓ Clinic staff watch 2 weeks before rollout:
  - Journey Videos
  - Rollout Webinar

GLINK Checks can be USED

Journey has USER HELP

# Other Tips & Suggestions for Journey

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## Remember to reduce the clinic schedule by 50%

- ✓ Shorten the certification cycle by 30 days for families due to recertify in the month of your rollout & issue two months of checks.
- ✓ Extend the certification period by 30 days for families due to recertify in the month of your roll out and certify the following month.

# Rollout Schedule

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ATTENDANCE, LOCATIONS, STATE SUPPORT, MOCK CLINIC

VINCE/PEGGY

## Journey Training Locations

Date	Agency #	Local Agency	Location
August 10 - 13	20	Family Health Services	Nebraska State Office Building - LLB 301 Centennial Mall South Lincoln, NE 68509
	26	Family Services	
August 24 - 27	10	Douglas County	DoubleTree 3650 S. 72nd Street Omaha, NE 68124
September 14 - 17	50	Community Action Partnership of Western NE	Knight Museum and Sandhills Center 908 Yellowstone Ave. Alliance, NE 69301
	75	Western Community Health Services	
September 28 - October 1	65	Peoples Family Health Services	ESU #16 1221 W. 17th Street North Platte, NE 69101
October 5 - October 8	35	Central District Health Department	Fairfield Inn and Suites 805 Allen Dr. Grand Island, NE 68803
	70	East Central District Health Department	
October 19 - October 22	30	Northeast NE Community Action Partnership	Pender Central Office Conference Room 603 Earl Street Pender, NE 68047
November 2 - November 5	45	Community Action Partnership of Mid-NE	Holiday inn 110 S. 2nd Avenue Kearney, NE 68847
November 16 - November 19	5	Central NE Community Services	Holiday Inn - Midtown 2503 S. Locust Grand Island, NE 68801

## TRAINING Schedule

Monday – 10am – 5pm

Tuesday – 8am – 5pm

Wednesday – 8am – 5pm

Thursday – 8am – 12pm (All Staff)

Thursday – 1pm – 5pm (Only Staff learning Operations)

## MOCK CLINIC Schedule

Thursday – 1pm – 5pm (Staff not doing Operations training)

Friday – 8am – 5pm

Monday – 8am – 5pm

# State Support

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## State Support

- ❖ State Support will be provided for a total of 3 weeks
- ❖ Training – State staff will be part of training classes
- ❖ Mock Clinic – State staff will be part of Mock Clinic
- ❖ Live Support – State staff will physically support the first 2 weeks of Live. Starting the first day of live through the Friday of the following week.
- ❖ *We are planning to have at least 1 State staff person and sometimes 2 or 3 depending on the specific location.*

# What Will Staff Be Doing at Mock Clinic?

## Everyone has activities to do during mock clinic

- ❖ Install Journey on your workstation
- ❖ Confirm your user ID/password works. Change your password
- ❖ Test your user roles

## Use Journey Train to practice with “Real” client data from own clinic

- ❖ Install Journey Train on your workstation
- ❖ Work with the scheduler
- ❖ Open families scheduled for appointments the first week of rollout
- ❖ Practice client scenarios
- ❖ Review, verify and change food packages
- ❖ Practice printing checks



# Mock Clinic Activities Continued

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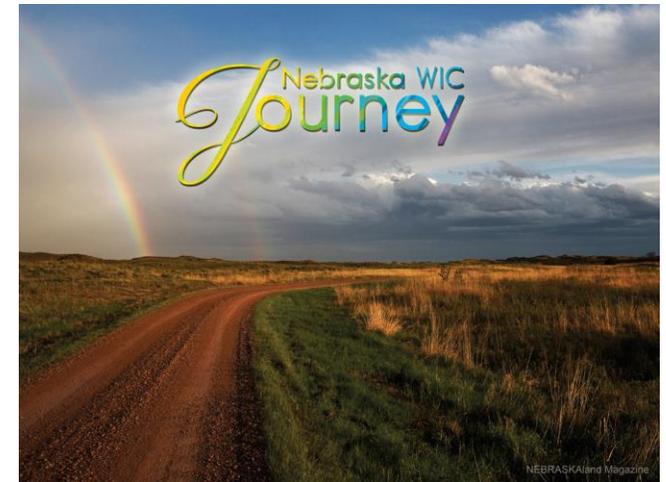
## Login to Journey and get prepared

### Clerks

- ❖ Open the scheduler, verify appointments, answer phones and/or make calls, pull charts for the day or week

### CPA's

- ❖ Add and verify food packages for clients with appointments the first week



# Baby Behavior

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PROJECT UPDATE & TIMELINES

# Timing of Message Staff Training

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Baby Behavior messages targeted to specific nutrition education contact points

- ❖ Prenatal
- ❖ Infant

## Staff Training Videos

- ❖ Show to use timing of message materials
- ❖ Video clips
- ❖ Laminated cards



# Baby Behavior Plans

- ❖ Timing of Message Training Plan
  - ❖ Follow-up with BB Workgroup contact
- ❖ Spanish Materials
- ❖ New Staff Training Options
- ❖ Baby Behavior Workgroup

wic



I want to be near you.



I need something to be different.

Did you know your baby is already showing you what he needs? 

Ask WIC staff for more information.

wic Department of Health and Human Services, Division of Public Health, Office of Community Health, Office of Child Health and Development, Office of Early Childhood Development 

# Questions

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WIC  
*Journey*  
Training



THANK YOU!

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