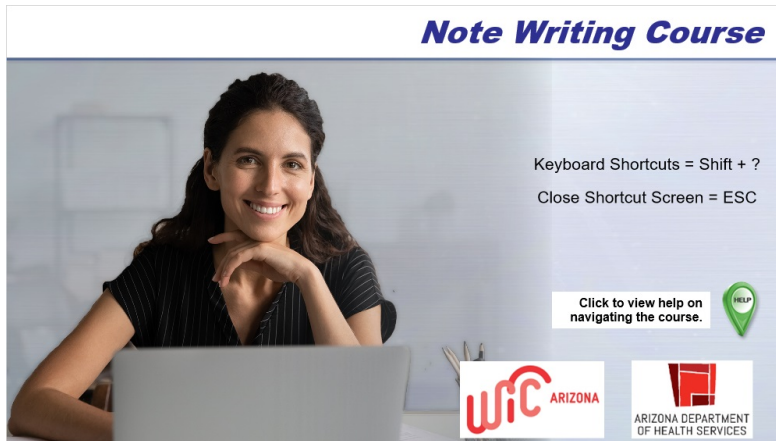


HANDS Note Writing Course

1. Note Writing Course

1.1 Welcome



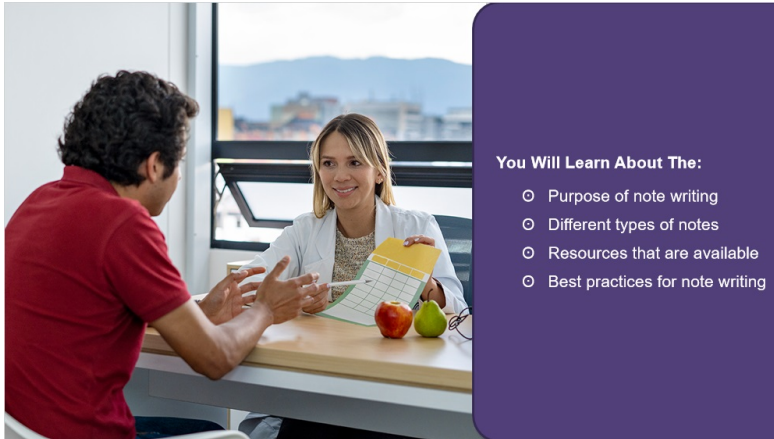
Notes:

Welcome to the Note Writing Course.

To see a list of keyboard shortcuts, please press Shift+?

To close the shortcut screen, press ESC.

1.2 Introduction



Notes:

In this course you will learn about the purpose of note writing, different types of notes you will use at WIC, the resources that are available to help as you write notes, and best practices for note writing.

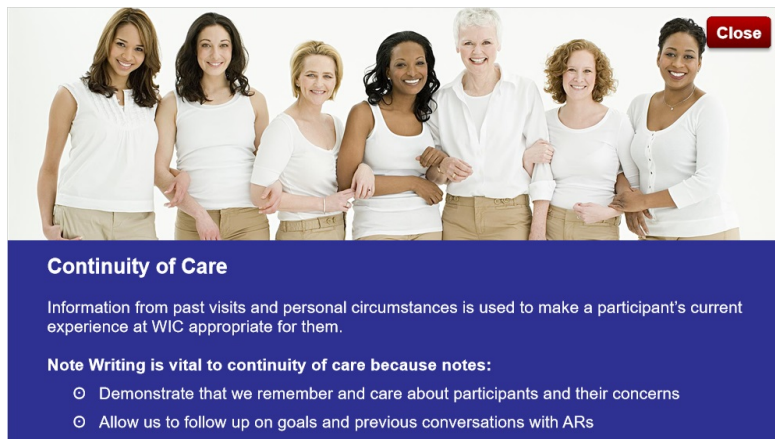
1.3 Purpose and Types of Notes in WIC



Notes:

In WIC, we have many different purposes for the notes we write. To learn more about each purpose, click on each of the three buttons: Continuity of Care, WIC Staff Communication, and Program Integrity.

Continuity of Care (Slide Layer)

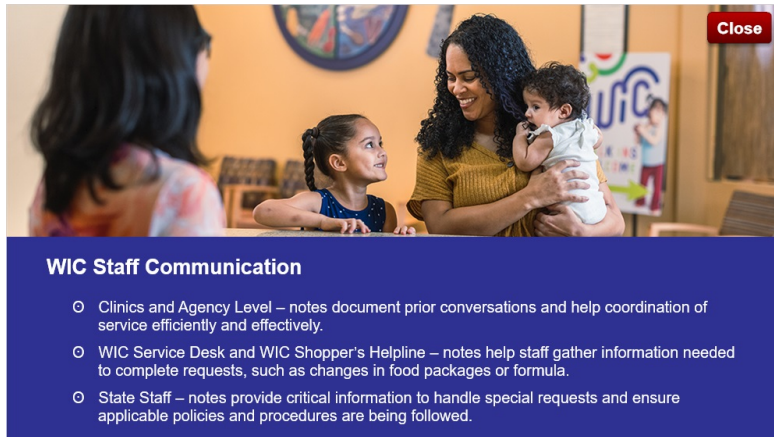


Continuity of Care means that information from past visits and personal circumstances is used to make a participant's current experience at WIC appropriate for them.

However, this can only happen if we document the information participants share with us and/or what education was offered in detail.

Note writing is very important in ensuring continuity of care. Notes demonstrate that we remember and care about participants and their concerns, as well as allow us to follow up on goals and previous conversations with authorized representatives (ARs).

WIC Staff Communication (Slide Layer)

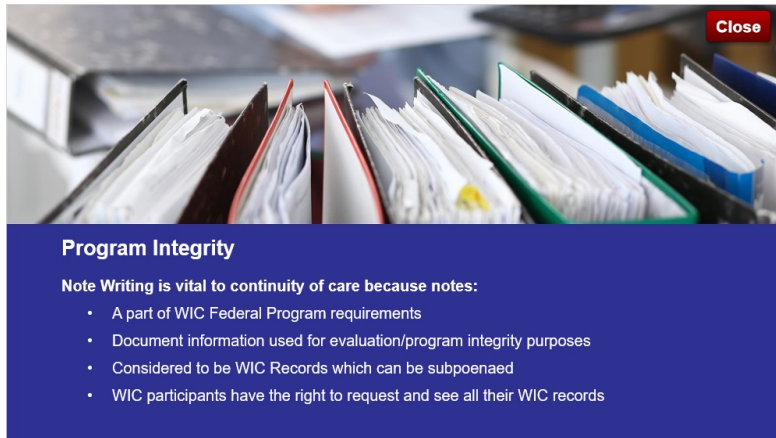


At the clinic or agency level, notes help us know what information was discussed previously with a participant so staff members can coordinate with one another without having to remember every conversation they've had.

For the WIC Service Desk and WIC Shopper's Helpline, notes help staff members gather all the information needed to complete the requests they receive, such as changes in food packages or formula.

Notes also give state staff the information needed to handle special requests and helps them determine that applicable policies and procedures are being followed.

Program Integrity (Slide Layer)



Notes are a part of WIC's federal program requirements.

Notes document information that is used during management evaluations or for other program integrity purposes and are considered official WIC records.

WIC records can be subpoenaed for use in court cases or requested by agencies like the Department of Child Safety (DCS).

Additionally, WIC participants have the right to request and see all their WIC records by contacting the state office. (Please note that local agency staff are only authorized to provide Verification of Certification, growth charts, the Family Balance Summary, and the Notice of Ineligibility to participants directly).

1.5 Note Types - Intro

Types of WIC Notes				
	TGIF	(G)IF	General	Staff Alert
Purpose	Document certifications, mid certifications, category changes, and breastfeeding assessments.	Document individual nutrition education appointments	Document non-urgent matters for other staff members to see or to keep a record of interactions.	Document immediate concerns or urgent matters to alert all WIC staff members.
Contents	Thoughts Goals Information Follow Up	Goals (When Applicable) Information Follow Up	Summaries of Contact for: <ul style="list-style-type: none">• Benefit/food package changes• Participant outreach• Non-contract formula approval• Documentation of self-paced online nutrition education	Immediate concerns
Reference Materials	TGIF EZ Template AZ WIC Policy and Procedure Manual Approved Abbreviation List	TGIF EZ Template AZ WIC Policy and Procedure Manual Approved Abbreviation List	AZ WIC Policy and Procedure Manual Approved Abbreviation List	AZ WIC Policy and Procedure Manual Approved Abbreviation List

Notes:

Now that we have clarified the reasons we write notes, let's look at the types of notes used within the Arizona WIC program – specifically, TGIF, (G)IF, General and Staff Alerts.

We will not be covering SOAP and ADIME note formats, as these notes are used for medium and high-risk nutrition services. If you will be providing medium and high-risk nutrition services in your role at WIC, you will learn more about writing these types of notes in the Introduction to Medium and High-Risk Nutrition Services Course.

On the chart shown here are the four types of WIC notes covered in this training. For easy reference, you can see the purpose of each note type, its content, and how to access the reference materials that can help you develop these notes. This document can be found in the resources section of this course, so you can refer to it as needed.

1.6 Note Types - TGIF

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

T – Thoughts

G – Goals

I – Information

F – Follow Up

Used to Document:

- Certifications
- Mid-certifications
- Category changes
- Breastfeeding assessments

Highlighting Participants' Feelings and Goals

Notes:

The first note type we will discuss today is TGIF which stands for Thoughts, Goals, Information, and Follow Up.

TGIF notes are used to document certifications, mid-certifications, category changes, and breastfeeding assessments. TGIF notes help us provide participant-centered services by highlighting participants' feelings and goals.

Click on each letter to learn more about each section of a TGIF note.

Thoughts (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

T – Thoughts

T – Thoughts

G – Goals

I – Information

F – Follow Up

This section documents the AR's:

- Thoughts
- Strengths
- Challenges
- Motivations
- Concerns

If used, include the GTHM tool used during the appointment.

Example

In the “Thoughts” or “T” section of a TGIF note, you’ll document the AR’s thoughts, strengths, challenges, motivations, and/or concerns discovered during the appointment.

If you used a ‘Getting to The Heart of the Matter’ tool during the appointment, be sure to include it here in the “T” section of the note. Check with your supervisor, as your local agency may have specific policies regarding tool use.

Click the Example button below to see samples of the T section with and without the use of a tool.

Example - Thoughts (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

T – Thoughts

G – Goals

I – Information

F – Follow Up

T – Thoughts
T Section Note with Tool
T: Faces. Mom is feeling happy that breastfeeding is going well.
T Section Note without Tool:
T: Mom is feeling positive about breastfeeding so far and would like to continue.
Close

Here an example of a T section note with a tool:

T: Faces. Mom is feeling happy that breastfeeding is going well.

And, without a tool:

T: Mom is feeling positive about breastfeeding so far and would like to continue.

Goals (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

T – Thoughts

G – Goals

I – Information

F – Follow Up

G – Goals
Goals Section Includes:

- Participant's goal and/or
- Actions they plan to take

Keep in Mind that Goals:

- Will help AR resolve a concern related to a healthy habit
- Are typically set at certification or mid-certification appointments
- Are followed up on during nutrition education visits
- Can be adjusted as needed if the AR's priorities change

Example

The goal section includes the participant's goal, or the actions they plan to take based on what you discussed during their appointment.

Usually, the goal will help the participant resolve a concern that came up during the appointment or be related to a healthy habit the AR or their family would like to work on.

Goals are typically set at certification or mid-certification appointments. You will follow up on goals during nutrition education visits and adjust them as needed if the participant's priorities change.

Click the Example button to see a sample G -Goals section.

Example - Goals (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

G – Goals

T – Thoughts

G – Goals

I – Information

F – Follow Up

Goal Section Sample
G: Mom plans to continue exclusively breastfeeding but will stop using her smart phone during night feedings to help her get back to sleep.

Close

G: Mom plans to continue exclusively breastfeeding but will stop using her smart phone during night feedings to help her get back to sleep.

Information (Slide Layer)

Information to Include by Category			
Pregnant and Breastfeeding Women	All Infants	Breast Pump Issuance	Participants Receiving Formula/WIC Nutritionals
Knowledge, feelings, and beliefs around breastfeeding.	<p>Caregiver's knowledge, feelings, and beliefs around infant feeding/breastfeeding.</p> <ul style="list-style-type: none">○ Formula-fed Infants<ul style="list-style-type: none">○ Estimate of formula consumed○ Detailed explanation of food package tailoring○ Breastfed Infants<ul style="list-style-type: none">○ Amount of breastfeeding (frequency/amount per feeding)	<p>If a breast pump was issued during the appointment, document:</p> <ul style="list-style-type: none">○ Type of pump issued○ Reason for issuance○ Education provided to the participant on pump regarding use/cleaning and breastmilk storage.	Description of why they are receiving the formula or WIC-eligible nutritional and how the amount was tailored.

Most of the details in a TGIF note are found in the Information section.

Here you will record the following:

- Details on who is completing the appointment (mom, dad, grandparent, foster parent, etc)
- Highlights of the information gathered during the ABCDE assessment
- WIC codes manually assigned and why, if applicable
- A description of the nutrition education you offered
- Food package tailoring and the reason why it was tailored
- Anything about your interaction with the participant that is worth noting (for example, if interpretation was used for the appointment) or any other information you think a future staff member would like to know.

The following information should also be included for these participant categories: Pregnant and Breastfeeding Women Knowledge, feelings, and beliefs around breastfeeding.

All Infants

Caregiver's knowledge, feelings, and beliefs around infant feeding/breastfeeding. For formula-fed Infants note the following: the

estimate of formula consumed, detailed explanation of food package tailoring and with breastfed Infants, the amount of breastfeeding (frequency/amount per feeding), information on feeding changes when applicable, and/or any education offered regarding infant feeding.

Breast Pump Issuance

If a breast pump was issued during the appointment, document: type of pump issued, reason for issuance, and education provided to the participant on pump regarding use/cleaning and breastmilk storage.

Participants Receiving Formula/WIC Nutritionals

Description of why they are receiving the formula or WIC-eligible nutritional and how the amount was tailored.

Click the Example button to see a sample of the I - Information section of a note.

Example - Information (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

I – Information

T – Thoughts

G – Goals

I – Information

F – Follow Up

Information Section Sample:

I: Mom (AR1) says baby is healthy. He is exclusively breastfeeding 8-10 times a day. AR1 offers both sides and baby feeds about 10-15 minutes each side; sometimes he only feeds on one side. Baby is not receiving any vitamin D supplements (assigned code 411.11).

AR1 shares that she would like to keep breastfeeding exclusively and feels that overall, it is going well, but baby isn't sleeping through the night yet and she worries he isn't getting enough to eat. She is really tired and her friend's baby about the same age is formula fed and sleeps longer at night.

Close

I: Mom (AR1) says baby is healthy. He is exclusively breastfeeding 8-10 times a day. AR1 offers both sides and baby feeds about 10-15 minutes each side; sometimes he only feeds on one side. Baby is not receiving any vitamin D supplements (assigned code 411.11).

AR1 shares that she would like to keep breastfeeding exclusively and feels that overall, it is going well, but baby isn't sleeping through the night yet and she worries he isn't getting enough to eat. She is really tired and her friend's baby about the same age is formula fed and sleeps longer at night.

Encouraged AR1's desire to continue to breastfeed, and provided education on typical infant sleep patterns and that breast milk still provides the ideal nutrition for her baby. Discussed ways that AR1 could get more sleep after baby wakes at night to feed.

Example - Follow Up (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

F – Follow Up

T – Thoughts

G – Goals

I – Information

F – Follow Up

Follow Up Section Sample
F: Offered referral to breastfeeding peer counselor; AR accepted. How are night feedings going for mom and baby?

Close

In the Follow Up section, you will write what the staff member should ask about at the next appointment.

This includes:

- Any concerns that came up during the appointment but were not addressed at the time
- Suggestions for future educational topics, if identified during the appointment.
- Referrals that were offered during the appointment
- Any other information related to the next appointment that is

required by your local agency.

In this section, you will document mandatory referrals to the WIC Nutritionist/NDTR, RD/RDN/State Approved- Nutritionist and/or IBCLC in any notes where medium- or high-risk code(s) were assigned during the appointment.

Documenting referrals to the breastfeeding peer counselor for pregnant/breastfeeding women is also required.

Ask your supervisor or trainer about the standards for recording referrals at your agency.

Click the Example button to see a sample of the F - Follow Up section of a note.

Follow Up (Slide Layer)

TGIF Note
Click on each letter to learn more about each section of a TGIF note.

F – Follow Up

T – Thoughts

G – Goals

I – Information

F – Follow Up

Includes:

- Any concerns that were unaddressed
- Future educational topics
- Referrals offered
- Any other information related to the next appointment required by your local agency.

Mandatory Referrals

- Medium and/or High-Risk Codes – document referrals to the WIC Nutritionist/NDTR, RD/RDN/State Approved

Example

F: Offered referral to breastfeeding peer counselor; AR accepted.
How are night feedings going for mom and baby?

1.8 Note Types – (G)IF

(G)IF Notes
Are used to document *Individual Nutrition Education* appointments.
These notes are similar in format to the TGIF notes.

Click on the buttons on the side to review each area of a (G)IF note.

(G) – Goals

I – Information

F – Follow Up

The interface features a blue sidebar on the left with a white icon of a person and a plus sign. The main content area is white with a dark blue header containing the title and instructions. Three red buttons are stacked vertically on the right side of the main area.

Notes:

GIF notes are used to document individual nutrition education appointments.

These notes are similar in format to TGIF notes.

Click on the buttons on the side to review each area of a (G)IF note.

Goals (Slide Layer)

(G)IF Notes
Are used to document *Individual Nutrition Education* appointments.
These notes are similar in format to the TGIF notes.

Click on the buttons on the side to review each area of a (G)IF note.

Goal Section

The 'G' section will only be included if the AR sets a new goal during the nutrition education appointment. If no new goal is set, this section can be omitted.

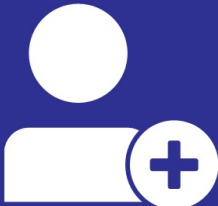
Close

The interface is similar to the previous screenshot, but the 'Goal Section' is now expanded. It contains a title, a paragraph of text, and a red 'Close' button at the bottom right. The navigation buttons are no longer visible in this view.

The 'G' section will only be included if the AR sets a new goal during the nutrition education appointment. If no new goal is set, this section can be omitted.

Information (Slide Layer)

(G)IF Notes
Are used to document *Individual Nutrition Education* appointments.
These notes are similar in format to the TGIF notes.



Click on the buttons on the side to review each area of a (G)IF note.

Information Section

Contains:

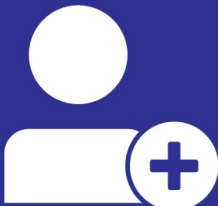
- Information and Updates
- Description of Education Provided
- Additional WIC codes assigned
- Food Package Tailoring
- Any other relevant information for WIC staff to know

Close

Much like the “I” section of a TGIF note, this area will contain information or updates shared by the AR, a description of the education provided, additional WIC codes assigned and why, tailoring made to the food package that differs from the previous visit, and any other information you think would be important for another staff member to know.

Follow Up (Slide Layer)

(G)IF Notes
Are used to document *Individual Nutrition Education* appointments.
These notes are similar in format to the TGIF notes.



Click on the buttons on the side to review each area of a (G)IF note.

Follow Up Section

Includes:

- Concerns to discuss at the next appointment
- Referrals that were offered
- Additional information for the next appointment

Close

The ‘F’ section of a (G)IF note will include the same information as the ‘F’ section of a TGIF note. This may include concerns to discuss at the next appointment, referrals that were offered, or additional information for the next appointment.

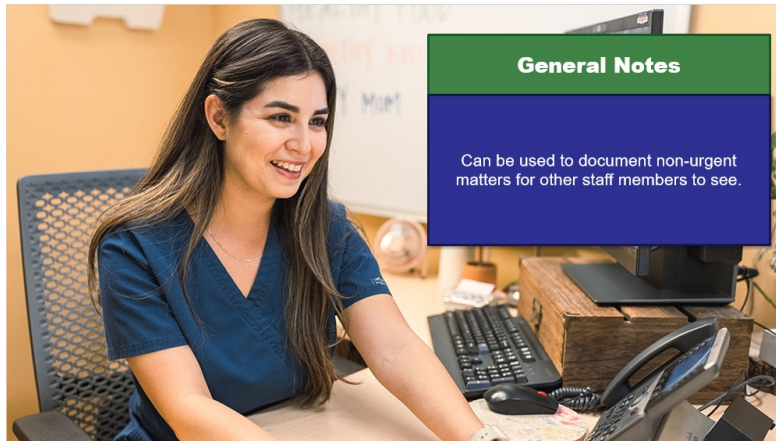
1.9 Comparing a GIF Note & a (G)IF Note

(G)IF Notes	
(G)IF Note:	IF Note:
<ul style="list-style-type: none">○ G: Mom plans to breastfeed baby for 6 months.○ I: Mom feels that breastfeeding is going well. Baby is sleeping for longer periods now, and so is mom. She has enjoyed contacting the breastfeeding peer counselor via text and plans to exclusively breastfeed until solid foods are introduced. Discussed long-term benefits of breastfeeding for baby and mom.○ F: Next appointment will be a Mid Cert. How is breastfeeding going? What is mom's plan for starting solid foods?	<ul style="list-style-type: none">○ I: Mom feels that breastfeeding is going well. Baby is sleeping for longer periods now, and so is mom. She has enjoyed contacting the breastfeeding peer counselor via text and plans to exclusively breastfeed until solid foods are introduced. Discussed long-term benefits of breastfeeding for baby and mom.○ F: Next appointment will be a Mid Cert. How is breastfeeding going? What is mom's plan for starting solid foods?

Notes:

Shown here is an example of a (G)IF note with and without the 'G' section.

1.11 Note Types - General Notes Intro




Notes:

General notes can be used to document non-urgent matters for other staff members to see. They are also used to document self-paced online nutrition education.

Please follow your local agency policy regarding when to use general notes.

1.12 Note Types - General Notes (To Use)

When TO Use General Notes



To summarize staff contact and conversations regarding:

- Benefit/food package changes
- Participant outreach
- Documentation of self-paced online nutrition education modules

Notes documenting Self-Paced Online Nutrition Education should include:

- Topic/Name of module completed
- Date module was completed
- Additional important information such as:
 - Changes to benefits
 - Unique circumstances
 - Questions and answers provided

Used to Document Non-contract Formula Approval by State Staff

Notes:

You will use general notes to summarize information such as:

- Benefit/food package changes that happen outside of an appointment
- Participant outreach, such as documenting phone calls and messages, or
- Documentation of self-paced online nutrition education modules.

General notes documenting self-paced online nutrition education should include the topic/name of module completed, date module was completed, and any additional important information such as changes to benefits, unique circumstances, and questions and answers provided.

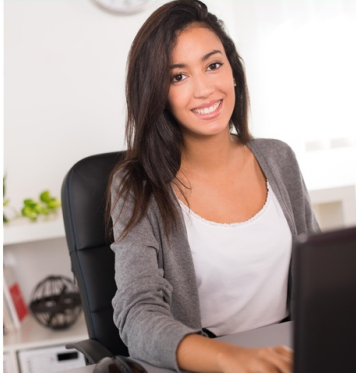
General notes are also used to document non-contract formula approval by state staff, so you may encounter this in a participant's record.

1.13 Note Types - General Notes (NOT to Use)

When NOT to Use General Notes

Do not use General Notes for documenting or summarizing:

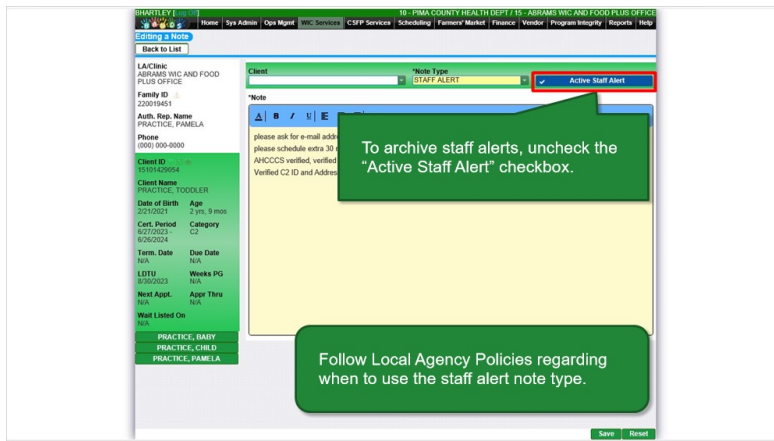
- Certifications
- Mid-Certifications
- Individual nutrition education contacts (except self-paced nutrition education modules)



Notes:

General Notes should not be used to document or summarize certifications, mid-certifications, or individual nutrition education contacts. The only exception is self-paced nutrition education modules.

1.14 Note Types – Staff Alerts



Notes:

Staff alerts are used to communicate with other WIC staff members about immediate concerns or to document urgent matters. Please note that staff alerts are not used to document appointments or nutrition education contacts.

Creating a staff alert will add a note to the files of all participants in a family, with the most recent staff alert at the top. Staff alerts should be archived when they are no longer applicable.

When archiving staff alerts, you will open the note and uncheck the "Active Staff Alert" checkbox. This will move the staff alert from the top of the list of notes to the chronological date it was written. Follow your Local Agency Policies regarding when to use the staff alert note type.

1.18 High Quality Notes Characteristics

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

Notes:

Now that we've reviewed the purposes and types of notes used in the WIC program, let's now review features of high-quality notes-writing resources available for you to use when writing notes.

First, let's look at the features of high-quality notes and what they should contain.

Click each number to learn more about features of high-quality notes.

1 (Slide Layer)

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

[Include Necessary Information](#)

A Quality Note:

- Includes all necessary information. Your note should include anything that is required to document or that would be important for another staff member or reviewer to know. Remember, give yourself credit for what you covered!

Close

Includes Necessary Information

A quality note includes all necessary information. Your note should include anything that is required to document or that would be important for another staff member or reviewer to know. Remember, give yourself credit for what you covered!

2 (Slide Layer)

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

Remains Focused on Topic

A Quality Note:

- Remains on topic. Not all details of an appointment need to be recorded. Focus on the most important parts of your conversation when writing notes.
- For example, if no concerns or important information were identified for a particular ABCDE assessment area, it's not usually necessary to comment on it.

Close

Remains Focused on Topic

A quality note remains on topic. Not all details of an appointment need to be recorded. Focus on the most important parts of your conversation when writing notes.

For example, if no concerns or important information were identified for a particular ABCDE assessment area, it's not usually necessary to comment on it.

3 (Slide Layer)

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

[Clarity in Documentation](#)

A Quality Note:

A quality note is clear. You can avoid confusion for yourself and other staff members by being specific about what you are documenting, why, and with whom you spoke.

For example, if a caregiver is a foster parent, it is important to include that information in your note to avoid confusion, especially in a situation where a custody change has recently occurred.

Close

Clarity in Documentation

A quality note is clear. You can avoid confusion for yourself and other staff members by being specific about what you are documenting, why, and with whom you spoke.

For example, if a caregiver is a foster parent, it is important to include that information in your note to avoid confusion, especially in a situation where a custody change has recently occurred.

4 (Slide Layer)

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

[Correct Spelling and Grammar](#)

A Quality Note:

- Contains correct spelling and grammar. It can be hard for other staff members to understand notes that contain many grammar or spelling mistakes.
- Try double-checking your work before you save.

Close

Correct Spelling and Grammar

A quality note contains correct spelling and grammar. It can be hard for other staff members to understand notes that contain many

grammar or spelling mistakes.

Try double-checking your work before you save.

5 (Slide Layer)

The screenshot shows a presentation slide titled "Features of High-Quality Notes". Below the title is a subtitle: "Click each number to learn more about features of high-quality notes". There are seven numbered circles (1 through 7) arranged horizontally. Circle 5 is highlighted in blue, while the others are red. Below the circles is a blue box with white text. The box has a title "Personalized to Individual Participant" and a "Close" button in the top right corner. The main content of the box is titled "A Quality Note:" and contains three bullet points, each preceded by a circle icon.

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1 2 3 4 5 6 7

Personalized to Individual Participant Close

A Quality Note:

- Is personalized to the individual participant. Per state policy, each participant shall have their own personalized note for an appointment.
- It's against policy to copy and paste the same note into multiple participants' files for a certification, mid-certification, or nutrition education contact.
- Customizing notes helps us make sure every participant's needs are being addressed and avoids confusion for other staff members when they follow up with a family.

Personalized to Individual Participant

A quality note is personalized to the individual participant. Per state policy, each participant shall have their own personalized note for an appointment.

It's against policy to copy and paste the same note into multiple participants' files for a certification, mid-certification, or nutrition education contact.

Customizing notes helps us make sure every participant's needs are being addressed and avoids confusion for other staff members when they follow up with a family.

6 (Slide Layer)

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

Professional Tone

Close

A Quality Note:

- Is professional. All notes within a participant's file should be worded in a respectful, unbiased manner.
- Remember, these are official WIC records and may be read by many different people—even the participant themselves.

Professional Tone

A quality note is professional. All notes within a participant's file should be worded in a respectful, unbiased manner.

Remember, these are official WIC records and may be read by many different people—even the participant themselves.

7 (Slide Layer)

Features of High-Quality Notes

Click each number to learn more about features of high-quality notes

1

2

3

4

5

6

7

Uses only Approved Abbreviations

Close

A Quality Note:

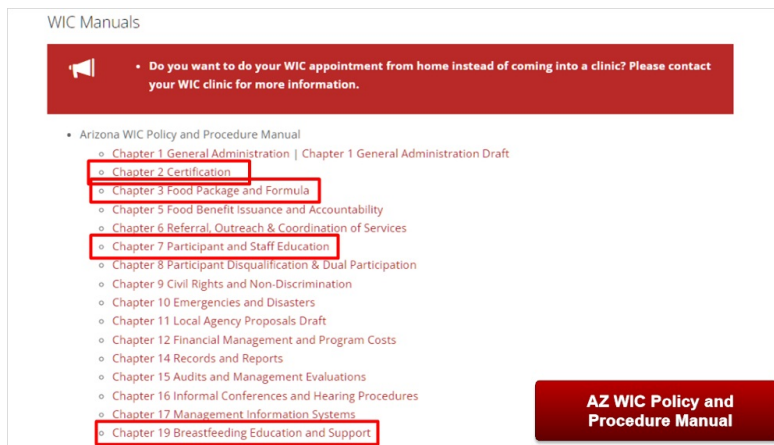
- Uses only approved abbreviations. Abbreviations help shorten your notes without losing any important meaning.
- Will review the abbreviations later in the training.

Uses only Approved Abbreviations

A quality note uses only approved abbreviations. Abbreviations help shorten your notes without losing any important meaning.

We'll review the list of approved abbreviations later in the training.

1.20 Note Writing Resources - Policy and Procedure Manual



Notes:

Now that you have identified the features of high-quality notes, let's review some resources developed by the AZ WIC program to assist staff members in writing high-quality notes.

Our first resource is the Arizona WIC Policy and Procedure Manual. The AZ WIC Policy and Procedure Manual is your go-to resource for many questions, especially those concerning note writing.

If you are not sure what should be included in a note or what type of note to use in a specific situation, check the guidance in the Policy and Procedure Manual.

You will find these chapters the most helpful while writing notes.

Chapter 2 Certification: This section contains the official policy and instructions regarding TGIF notes and special considerations for documenting certification appointments (for example, abnormalities in anthropometric measurements, like a child being weighed with a wet diaper, should be included in the "I" section of the TGIF note).

Chapter 3 Food Package and Formula: This section contains policies on what food package information needs to be documented in notes.

Chapter 7 Participant and Staff Education: This section contains instructions for documenting nutrition education contacts (including

self-paced online nutrition education).

Chapter 19 (Breastfeeding Education and Support): This section contains instructions for documenting breastfeeding assessments, breastfeeding education, and breast pump issuance.

1.21 Note Writing Resources – TGIF/(G)IF EZ Template

Makes Writing Much Easier:

- Includes what information should be included in each section
- Includes sample notes

WIC Training Resources

ACHD Home / Public Health Prevention / Nutrition & Physical Activity / WIC Home / WIC Local Agencies / WIC Training Resources - New Employee Training - Home

Stage 1 Stage 2 **Stage 3** Stage 4 WIC Directors Peer Counselors

Stage 3 Training Resources (WIC Staff who provide breastfeeding support and nutrition assessment)

- TRAIN LMS Courses
 - PMAD for WIC Staff | (Guidebook PDF | Word)
 - Adverse Childhood Experiences (ACEs)
 - Baby Behaviors | (Guidebook PDF | Word)
 - Toddler Behavior | (Guidebook PDF | Word)
 - Basic Nutrition | (Guidebook PDF | Word)*
 - Prenatal Nutrition | (Guidebook PDF | Word)*
 - Postpartum Nutrition | (Guidebook PDF | Word)*
 - Infant Nutrition | (Guidebook PDF | Word)*
 - Child Nutrition | (Guidebook PDF | Word)*
 - Assessment and Counseling | (Guidebook PDF | Word)
 - ABCDE Nutrition Assessment Guide
 - WIC Appointment Pathway
 - WIC Appointment Pathway (blank)
 - Growth and/or Weight Gain Chart Sample Scripts
 - EZ-TGIF (Updated September 2023)
 - HANDS Part 2 Module 5, 6 & 10 | (Assess. Pt. 2, Cert., Breast Pump Iss. & Ret.) (Guidebook PDF | Word)
 - WIC Food Packages and eWIC | (Guidebook PDF | Word)
 - WIC Food List Training
 - Introduction to Formula | (Guidebook PDF | Word)
 - Local Agency Facilitated In-Person Trainings

Notes:

The EZ TGIF/(G)IF template can make writing TGIF and (G)IF notes much easier! This resource lists what information should be included in each section of these note types and includes sample notes for your reference.

This document is located within the resources section of the course, or within the training resources section of azwic.gov.

1.22 Note Writing Resources - Arizona WIC Approved Abbreviations

Arizona WIC Approved Abbreviations:

- Abbreviations are shortened versions of commonly used terms
- Save yourself time while still including an appropriate amount of detail

Divided into Categories to Find Abbreviations Easier

Only Use Abbreviations from This List in Notes

WIC Manuals

• Do you want to do your WIC appointment from home instead of coming into a clinic? Please contact your WIC clinic for more information.

- Arizona WIC Policy and Procedure Manual
 - Chapter 1 General Administration | Chapter 1 General Administration Draft
 - Chapter 2 Certification
 - Chapter 3 Food Package and Formula
 - Chapter 4 Food Benefit Issuance and Accountability
 - Chapter 5 Referral, Outreach & Coordination of Services
 - Chapter 6 Participant and Staff Education
 - Chapter 7 Participant Disqualification & Dual Participation
 - Chapter 8 Civil Rights and Non-Discrimination
 - Chapter 9 Emergencies and Disasters
 - Chapter 10 Local Agency Proposals Draft
 - Chapter 11 Financial Management and Program Costs
 - Chapter 12 Records and Reports
 - Chapter 13 Audits and Management Evaluations
 - Chapter 14 Informal Conferences and Hearing Procedures
 - Chapter 15 Management Information Systems
 - Chapter 16 Breastfeeding Education and Support
- Supplemental Materials
 - AHCCCS Certification of Medical Necessity for Commercial Oral Nutrition Supplements (Policy 430 Attachment B)
 - AHCCCS Referral Letter
 - Allowable and Unallowable Costs
 - Approved Abbreviations
 - Approved Languages
 - Arizona WIC Health Data Form
 - Arizona WIC Referral and Physical Presence Exemption Form
 - Arizona WIC Risk Table FY 2024
 - Default Food Packages
 - Milk and Juice Tasting Options
 - Formula and Food Request Form

Notes:

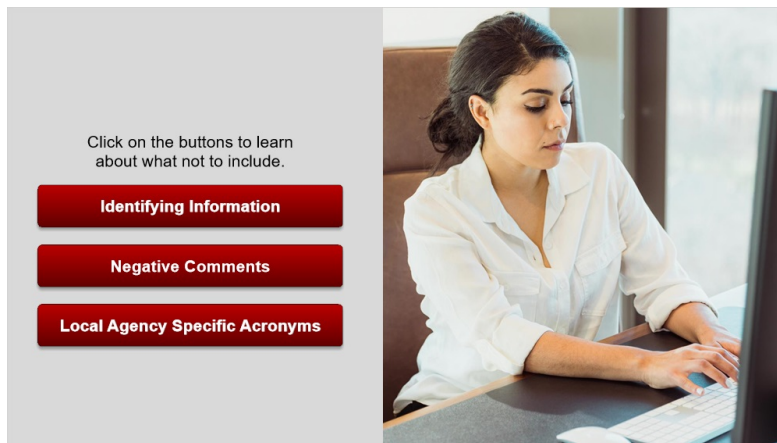
This is the list of approved abbreviations developed for use in AZ WIC notes. Abbreviations are shortened versions of commonly used terms and are a great way to save yourself time while still including an appropriate amount of detail in your notes.

The list is divided into categories so that the abbreviation you are looking for is easier to find.

Remember to use only the abbreviations from this list in your notes; any other abbreviations are not approved.

The list is updated periodically, so the most recent version on the AZ WIC website will include the largest number of abbreviations.

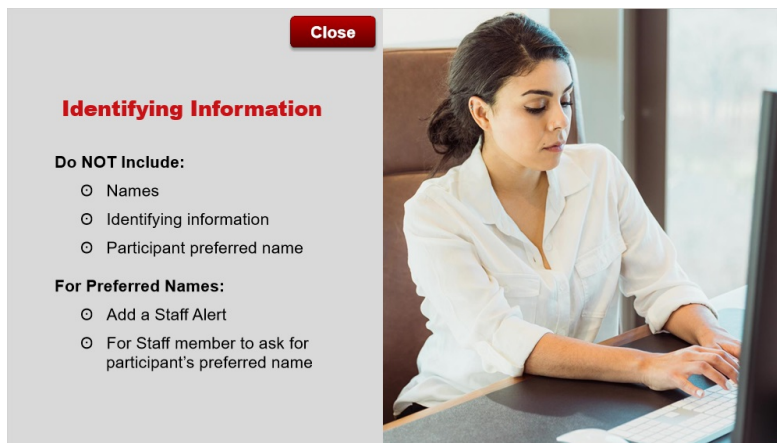
1.25 What NOT to Include in Notes



Notes:

Let's review what should not be included in WIC notes. Click on the following buttons to learn about what not to include in a note.

Identifying Information (Slide Layer)



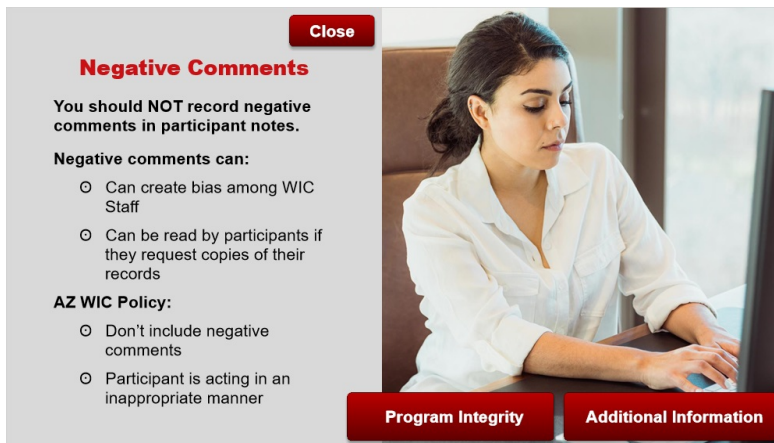
Names or other identifiers such as AHCCCS IDs should never be documented in notes, as this is considered a breach of participant confidentiality.

This also includes situations where a participant has a different preferred name than the one, they are legally assigned and is

recorded in their file.

In these cases, please add a Staff Alert to the participant's file with the information that the participant has a different preferred name and staff members should ask for the participant's preferred name when speaking with the participant.

Negative Comments (Slide Layer)



The screenshot shows a slide layer titled "Negative Comments" in red text. It includes a "Close" button in the top right corner. The main text states: "You should NOT record negative comments in participant notes." Below this, it lists "Negative comments can:" followed by two bullet points: "Can create bias among WIC Staff" and "Can be read by participants if they request copies of their records". Underneath, it says "AZ WIC Policy:" followed by two bullet points: "Don't include negative comments" and "Participant is acting in an inappropriate manner". At the bottom of the slide layer are two red buttons: "Program Integrity" and "Additional Information". The background of the slide layer is a photograph of a woman with dark hair, wearing a white shirt, sitting at a desk and looking at a computer monitor.

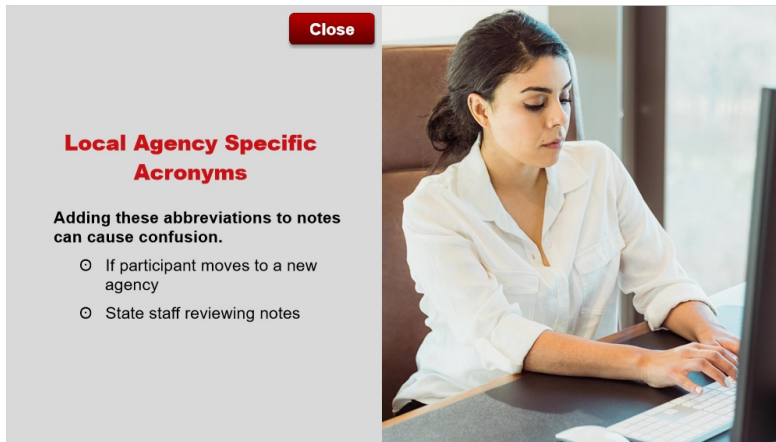
Per AZ WIC policy, you should not record negative comments about participants or authorized representatives in notes.

Documenting negative information about participants within notes can bias other staff members towards that participant, and notes may be read by participants themselves if they request their WIC records.

AZ WIC policy is not to include negative comments about a participant in notes. If a participant is acting in an inappropriate manner, please contact the Program Integrity team at the State. Program Integrity addresses and documents all concerns about participants' behavior within the WIC program.

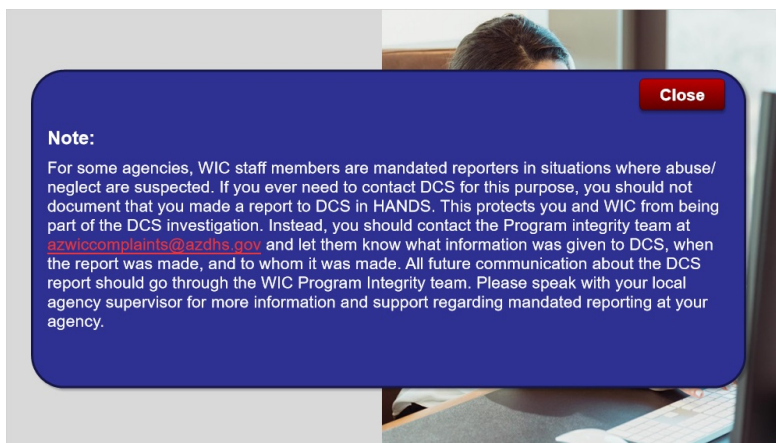
Click the button to review additional information on negative comments.

Local Agency Specific Acronymss (Slide Layer)



Sometimes, abbreviations are commonly used within specific local agencies but not throughout the state. Adding these abbreviations to notes can cause confusion if a participant moves to a different agency or if state staff are reviewing notes. Please stick to the approved abbreviation list.

Additional Information (Slide Layer)



1.28 Practice Activity – WIC Virtual Visit

The screenshot displays a WIC software interface. On the left, a sidebar lists various menu items including Family, Client, Income, Cert, Assess, Care Plan, Benefits, Appts, and Notes. The main area shows client information for KIW, STRAWBERRY, including Family ID 230021351, Auth. Rep. Name KIW, STRAWBERRY, and Phone (602) 555-5555. Below this, there are sections for Client ID, Client Name, Date of Birth, Age, Cert. Period, Category, Term, Date, Due Date, LDTU, Weeks PG, Next Appt., Appr Thru, and Wait Listed On. The right side of the interface features two tables: 'Anthropometric Data' and 'Blood Work Data'. The 'Anthropometric Data' table has columns for Date, Current Weight, Pre-Preg Wt, HT, Weeks Gestation, Total Wt Gain, Wt Change, Avg. Wt. G/L/Wk, Wt at Delivery, EMI, Pending Lab Code, and Multi Fetal Flag. The 'Blood Work Data' table has columns for Date, HGB, HCT, Pending Lab Code, and Weeks Gestation. Both tables show data for 11/15/2023.

Date	Current Weight	Pre-Preg Wt	HT	Weeks Gestation	Total Wt Gain	Wt Change	Avg. Wt. G/L/Wk	Wt at Delivery	EMI	Pending Lab Code	Multi Fetal Flag
11/15/2023	135 lb 4 oz	120 lb	64 3/8 in					130 lb 4 oz	23		

Date	HGB	HCT	Pending Lab Code	Weeks Gestation
11/15/2023			LESS THAN 4 WEEKS POST-PARTUM (HGB ONLY, 3 MO FB)	

Notes:

Now, let's practice gathering information from an appointment to organize into a TGIF note. You will watch an example assessment and counseling portion of an appointment with a postpartum WIC participant.

You will want to take notes as you watch because you will be responsible for writing the TGIF note. This is designed to let you practice the art and science of WIC note writing and receive important feedback along the way.

Let's begin with some background information about our WIC participant. When you are finished reviewing the background information, click 'NEXT' to watch the video example.

1.29 Practice Activity – Video 1



Notes:

Staff:

Now that we've talked about your little one, I want to check in with you. I'm going to ask you some questions about your health and nutrition, and that way we'll get an idea of what you want to talk about today.

Mom:

Okay.

Staff:

What has your doctor said about your health after delivery?

Mom:

Nothing yet. I haven't had my postpartum checkup. I'm going back in a couple of weeks.

Staff:

So you already have your postpartum visits scheduled. Great job making sure to take care of yourself. And how have you been feeling in your body since delivery?

Mom:

Well, I know I'm a bit bigger than I was before I had the baby. I'm looking forward to losing the baby weight.

Staff:

I understand. Having a baby comes with a lot of changes. We can talk more about that in a little bit if you would like. What has your doctor said about your iron levels in the past?

Mom:

Nothing. I was anemic when I was younger, but during this pregnancy everything has been normal.

Staff:

That's good to hear. What concerns, if any, do you have about your health?

Mom:

Well, I had diabetes while I was pregnant. I don't know if I still have it.

Staff:

So you had diabetes while you were pregnant, but you haven't been back to the doctor yet, so you're not sure if that's still a concern.

Mom:

Yes, that's right.

Staff:

Sounds like something that you want to make sure and check in with your doctor about at your postpartum visit. The next few questions, they're somewhat sensitive, but we do ask them of everyone in case there's something we can help with. First, I want to ask about how you're doing emotionally. How often do you feel down, depressed, or hopeless?

Mom:

Not really depressed, just tired.

Staff:

Completely understandable. And how often do you have little interest or pleasure in doing things?

Mom:

Not often. I still want to do things. It's just hard going out with a new baby and all.

Staff:

A lot of our moms with new babies feel that way. The next few questions are about your environment.

Mom:

Okay.

Staff:

In the past seven days, have you or the baby been around tobacco, smoke, vape pens, vaporizers, or electronic cigarettes in an enclosed space?

Mom:

No. I don't let anyone smoke or vape around us.

Staff:

That's great to hear. And what concerns, if any, do you have about alcohol or drug use?

Mom:

No concerns.

Staff:

Okay. And how do you feel about you and your baby's safety in your current living situation and your family relationships?

Mom:

I feel pretty safe.

Staff:

I'm glad to hear that. To make sure I've understood everything we've talked about so far, you're looking forward to losing the baby weight. You had diabetes while you were pregnant, and based on what we

talked about, you're going to ask your doctor about that at your postpartum visit. You've been feeling pretty tired, but otherwise, okay. And you don't have any concerns about smoking or drug use or safety at this time. What did I miss?

Mom:

I don't think you missed anything.

1.32 Practice Activity – Video 2



Notes:

Staff:

Okay, great. Now, I would like to ask you about your eating habits. How have you been feeling about your eating since having your baby?

Mom:

Well, while I was pregnant, I was being really careful about what I ate because of the diabetes. My doctor said to cut down on sugary foods and carbs, so I ate a lot less of those and a lot more vegetables. But it's been really hard to keep up with since the baby's been born. I've just been eating the way I used to before I got pregnant.

Staff:

Since your baby was born, you've had a hard time keeping up with the changes you made while you were pregnant, but it sounds like you were pretty successful with eating fewer sugary foods and more vegetables during that time.

Mom:

Yeah, I guess I was.

Staff:

How do you feel about the way you were eating while you were pregnant?

Mom:

I felt good and like I was a lot healthier. I kind of wish I could eat like that now, but I'm just so tired.

Staff:

Let's come back to that in a minute. What supplements or vitamins are you taking currently?

Mom:

Well, I was taking a prenatal vitamin before the baby was born, but I stopped. I don't normally take supplements.

Staff:

Tell me what drinks you have throughout the day.

Mom:

I drink mostly water, but sometimes coffee or tea. I stopped adding sugar when I found out I had diabetes.

Staff:

Okay. Based on our conversation so far, it sounds like your two major concerns today are losing the baby weight and eating more vegetables while you take care of yourself and your baby. Which one of those would you like to talk about more today?

Mom:

I know it normally takes a while to lose weight, and I think eating better will help with that so let's talk about eating healthy.

Staff:

Okay. You said before that you would like to eat the way you did while you were pregnant, but that you're pretty tired. Can you tell me more about that?

Mom:

Well, I felt a lot better when I wasn't eating so many sweets and carbs while I was pregnant. But since the baby came, I just don't have as

much time or energy that I used to.

Staff:

So it sounds like you would eat more healthy food if it was easier for you.

Mom:

That's right. It would be nice to start eating some more salads again. I really enjoyed those, but right now, cutting all those vegetables just seems like too much work.

Staff:

I hear you. What have you done in the past to help you eat more vegetables?

Mom:

While I was pregnant, I went to the store a few times a week to pick out fresh veggies to use for my salads. But right now, I don't think I have time for that anymore.

Staff:

Right. I remember you saying that it's been hard to get out of the house with a new baby. Would it be okay if I shared some tips that other moms have shared with me about how they make sure and get more vegetables into their day?

Mom:

Sure.

Staff:

I've heard from some of our other WIC moms that they like to buy the pre-cut or frozen vegetables at the store, or ask family members for help with food prep, or wash and cut all of their vegetables as soon as they get home from the store so they're ready to grab and go for the week, or eat small amounts of vegetables throughout the day so there's less work each time you're having some. Which of those, if any, might work for you?

Mom:

Cutting up a lot of vegetables at one time sounds like a lot of work, but I could probably ask my boyfriend for help prepping during the week and I've seen some of the vegetables already cut up at the store. I could buy some of those.

Staff:

Those are great options. I can tell you really care about what you eat, and with the new baby not having a lot of time and energy, having those vegetables ready to go will really make a difference. And I'm glad that you have your boyfriend to help with food prep.

Mom:

I guess that's true. He's very supportive, but he could stand to learn how to make some healthier meals.

Staff:

It never hurts to involve the whole family. So it sounds like you're going to make sure and follow up with your doctor at your postpartum visit. And in the meantime, you're going to buy some pre-cut vegetables at the store and ask your boyfriend for help with food prep so they're ready to go. Did I get it all?

Mom:

That sounds good.

1.35 Practice Activity – Video 3



Notes:

Staff:

Okay, great. Next time we'll check in and see how eating more salads is going for you. Let's talk about your food package. How's it going shopping for your WIC foods at the store?

Mom:

It's been pretty smooth. Usually I can find the things at the store and the app scanner helps me know what I can buy.

Staff:

I'm glad to hear that. Now that you've had your baby, your food package will be pretty much the same, just less juice, milk, and peanut butter or beans. The biggest difference is there won't be whole grains on your food package anymore.

Mom:

That's fine. I don't really like brown rice or corn with these anyway.

Staff:

Our typical package includes skim or 1% milk, cheese and yogurt, but we also have options like lactose-free milk, soy milk, goat milk, powdered milk, evaporated or shelf-stable milk or tofu. Which of these options are you interested in today?

Mom:

I like cheese and yogurt, and I usually drink lactose-free milk because I'm lactose intolerant.

Staff:

Okay. I'll make sure the lactose-free milk is on your food package. Did you want to take advantage of any of the other lactose-free options like tofu or soy milk?

Mom:

No thanks. I'll stick with the lactose-free milk.

Staff:

Okay, no problem. And do you prefer the frozen juice, bottle juice, or juice packs?

Mom:

The bottle juice is best for me.

Staff:

Perfect. Your food package is all set and your benefits have been loaded to your card. We'll follow up with you next month after your doctor's visit. What days are good for you?

Mom:

My doctor's appointment is on Wednesday the 4th, so maybe the next week on Tuesday would be good.


Staff:

Great. Let's get that scheduled for you.

1.40 Summary

Course Summary:

- The purposes of note writing within WIC, including continuity of care and maintaining program integrity
- The types of notes you will write at WIC, including TGIF notes for certification appointments and (G)IF notes for nutrition education appointments
- Resources that you can use when writing notes at WIC such as the Policy and Procedure Manual, the EZ TGIF Template, and the Approved Abbreviation List
- What a high-quality note looks like (e.g., is clear, professional, personalized, and contains all necessary information)
- What not to put in notes such as participant names and negative information about participants



Click the 'Continue' button to complete the course.

Continue

Notes:

In today's training, we discussed the following: the purposes of note writing within WIC, including continuity of care, and maintaining program integrity.

The types of notes you will write at WIC, including TGIF notes for certification appointments and (G)IF notes for nutrition education appointments.

Resources that you can use when writing notes at WIC such as the Policy and Procedure Manual, the EZ TGIF Template, and the Approved Abbreviation List.

What a high-quality note looks like (e.g., is clear, professional, personalized, and contains all necessary information.)
And, what not to put in notes such as participant names and negative information about participants.

Click 'Continue' to complete the course.

1.41 Congratulations



Notes:

Congratulations!

You've completed the HANDS Note Writing Course!

You've already received credit for completing this course, so feel free to close this course and return to the LMS.