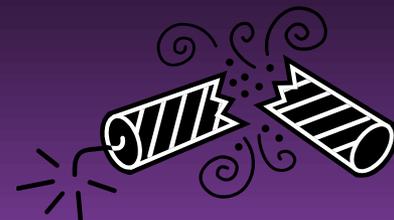


Documenting and Charting



Elaine Nisonger, RD, LD
WIC/Community Nutrition
Family Nutrition Programs/WIC



Old Adage:

**“If it isn’t documented, it
didn’t happen.”**

Why do we need to chart???

- ▣ Verification that participant interaction happened
 - Information gathered during assessment
 - Counselor's interpretation of assessment
 - Plan of action including participant's goals

▣ Information for others looking at the chart

- State staff doing a management evaluation
- Other health providers outside of WIC
- Legal documentation for complaints, grievances or court cases.
- Other WIC staff seeing participant at a later date
 - ▣ Local Clinic
 - ▣ Transfer Clinic

Documentation Basics

- ▣ Clear and well written
- ▣ Complete thoughts
- ▣ Cautious use of abbreviations
 - Why?
 - ▣ WCM, TF
 - ▣ What is not allowed at your facility.



Joint Commission

“Do Not Use Abbreviations List”

❑ Do Not Use	❑ <i>Potential Problem</i>	❑ <i>Use Instead</i>
U (unit)	Mistaken for “0” (zero), the number “4” (four) or “cc”	Write "unit"
IU (International Unit)	Mistaken for IV (intravenous) or the number 10 (ten)	Write "International Unit"
Q.D., QD, q.d., qd (daily) Q.O.D., QOD, q.o.d, qod (every other day)	Mistaken for each other Period after the Q mistaken for "I" and the "O" mistaken for "I"	Write "daily" Write "every other day"
Trailing zero (X.0 mg)*	Lack of leading zero (.X mg) Decimal point is missed Write X mg	Write 0.X mg

Documentation Basics

- ❑ Computer charting decreases the amount of paper needed for a clinic.

- ❑ Handwritten guidelines
 - Blue or black ink-not pencil
 - Mistakes
 - ❑ Draw one line through and initial.
 - ❑ Make correction.
 - ❑ Do not use white out or scribble out.
 - ❑ Annotate another's error but do not erase or line out.



*Nutrition Education and Counseling, Developing Care Plans Module, WIC
CPA Training Program, UAA Dietetics and Nutrition, Anchorage, AK,
November 2007*



Requirements

- ▣ Purpose of WIC documentation
 - Provide quality nutrition services
 - ▣ Identifying risks and /or participant concerns
 - ▣ Follow up and continuity of care
 - Provide integrity of the WIC program
 - ▣ Documentation of eligibility
 - ▣ Participant characteristics

▣ Quality Nutrition Services Documentation

- Key Elements

- ▣ Consistent

- ▣ Clear

- ▣ Organized

- ▣ Complete

- ▣ Concise

Required Information

- ▣ Assessment Information
- ▣ Risks and needs identified
- ▣ WIC category and risk level (AKWIC background)
- ▣ Food package prescribed
 - Medical documentation if needed
 - Reasons for tailoring

■ Nutrition education and referrals



■ Follow-up activity plans for future visits

■ Individual care plan for high risk participants by agency professional staff.

Optional Additional Information

- ▣ Participant's stages of change
- ▣ How nutrition education was given



Chart Note Formats

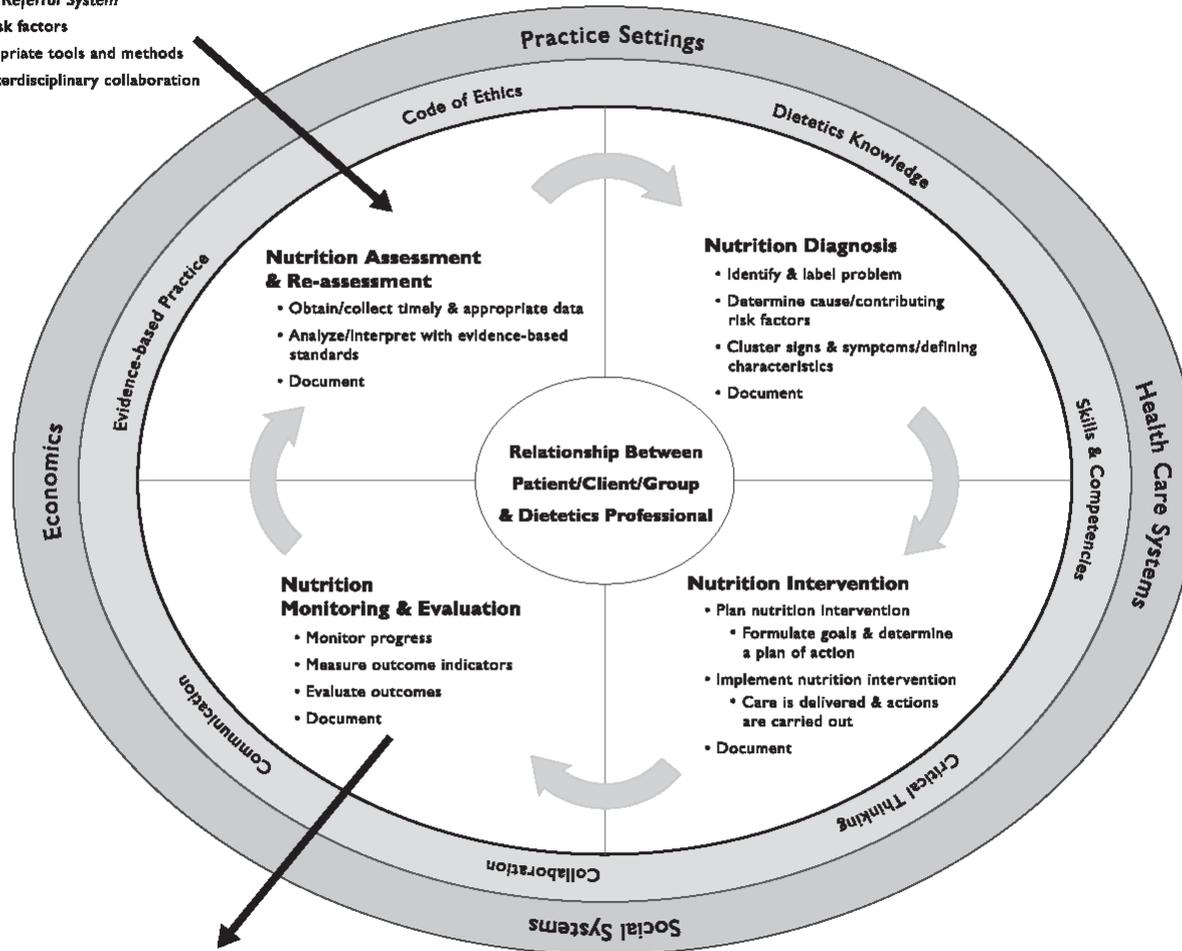
- Standard formats give organized information for both writer and reader
 - ADA Nutrition Care Process
 - DAR
 - SOAP

ADA Nutrition Care Process Model

The Nutrition Care Process and Model

Screening & Referral System

- Identify risk factors
- Use appropriate tools and methods
- Involve interdisciplinary collaboration



Outcomes Management System

- Monitor the success of the Nutrition Care Process implementation
- Evaluate the impact with aggregate data
- Identify and analyze causes of less than optimal performance and outcomes
- Refine the use of the Nutrition Care Process

Nutrition Diagnoses Documentation

- Uses PESS statement. *Nutrition problem* related to *etiology (causes)* as shown by *signs and symptoms*.
 - *Problem*
 - *Etiology*
 - *Signs and Symptoms*



Nutrition Care Process and Model Part 1: The 2008 Update, Nutrition Care Process Part 2:, Journal of the American Dietetic Association, pp. 1113, 1287, Volume 108, July, August 2008

National WIC Association's Comments on NCP Model

▣ Advantages:

- VENA and PES -assessment first step
- VENA and PES -clear and concise documentation based on assessment
- WIC Risk Factors and PES medical diagnoses provide structure
- Both Vena and PES -critical thinking linking assessment to care plan.
- Adaptable to staffing plans
- New dietetic graduates are trained in PES

❑ Disadvantages:

- VENA moves away from deficiency oriented assessment and counseling to PCS influencing healthy lifestyles.
- PES developed for RD's. WIC also uses paraprofessionals (CPAs)
- Some computer software relies on SOAP format

NWA Conclusions

- ❑ Everyone should be aware of the NCP model and how it fits into their setting.
- ❑ NWA will work in future to discuss best practices
- ❑ Recommendation
 - Use documentation that fits unique circumstances and conforms to USDA's documentation guidelines

*Determining a Model for Documentation in WIC, NWA's Nutrition Section
Summary, National WIC Association*

D A R Notes



□ Data

□ Action

□ Response

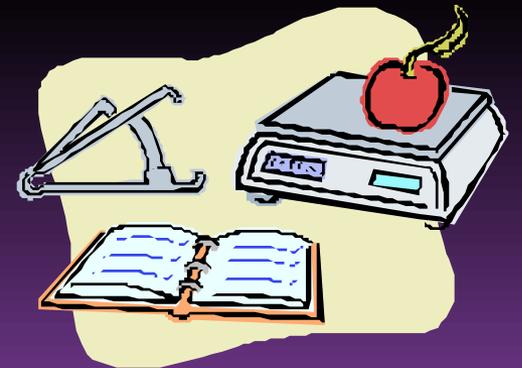
▣ Data

- All Subjective and Objective (factual) gathered information
- Assessment of participant's needs
- Participant's questions and concerns



▣ Action:

- Nutrition education and handouts provided
- Referrals made
- Plans for follow-up
- Tailored food package prescribed

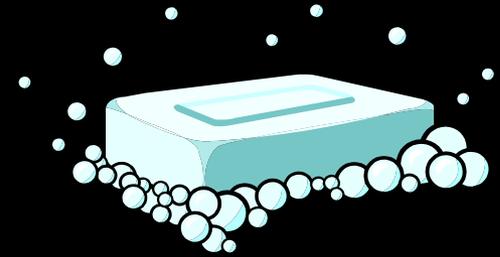


□ Response:

- Participant's Goals
- Discussion and education given



SOAP Notes



- S subjective
- O objective
- A assessment
- P plan

▣ Subjective:

- Participant's questions and concerns
- Information from participant or family.
- Social or economic situations
- Diet history
- Exercise history
- Not proven information



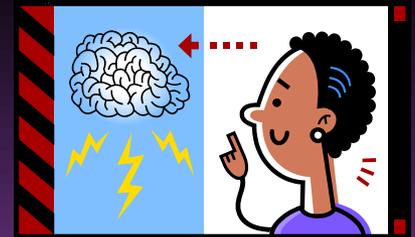
▣ Objective

- Contains factual information
- Height, weight, hemoglobin, medical diagnoses, age, gender.
- WIC-most found in Medical Section of AKWIC
 - ▣ Reference in chart notes if significant



▣ Assessment

- Summary of subjective and objective information
- Interpretation of participant's needs based on information
- Assessment of readiness to learn and interest level
 - ▣ Stages of change



□ Plan:

- Long term and short term goals chosen by participant. May be guided by counselor.
- Nutrition education given
- Food package prescribed if different than standard package
- Plan for follow-up
- Referrals made



Case Studies

- Work together at your table.
- Choose two scenarios to chart using SOAP format
- Answer questions at end of case studies.
- Report to group.

Alaska WIC Guidelines

- Our new computer system-SPIRIT-uses SOAP notes
- We want to be ready for SPIRIT when we transfer.



FY 12 Requirements

- As of FY 12 (July 1, 2011), all chart notes will be required to be in the SOAP format and placed in the certification note field in AKWIC.
- High risk care plans must also be in the SOAP format, noted as high risk and placed in the certification note field. This includes chart notes written by contract RD's.
- ▣ Chart notes written by peer counselors, lactation educators, and IBCLCs will need to follow the same guidelines.

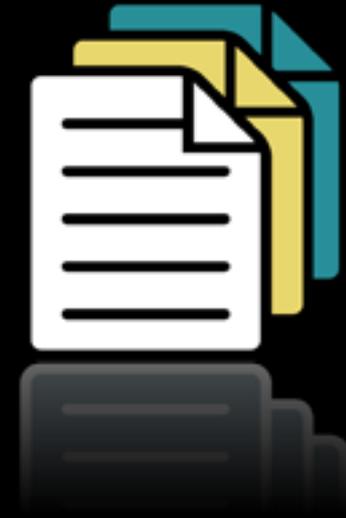
State of Alaska WIC

- All information pertaining to a participant must be kept in a secure location.
- Protected against unauthorized access.
- Minimum requirements
 - Family Rights and Responsibilities Form
 - Significant application information included in computer chart notes. Paper applications kept in file.
 - Documentation of identity, residence, and income in drop down boxes in computer file.
 - Nutrition Care Plan for high risk participants

- Nutrition education provided at certification and secondary nutrition contacts. Documentation of missed education appointments.
- Signed receipts for warrants
 - ▣ May also be kept in easily retrievable separate file
- Referrals
- Notice of Termination



- ❑ Additional forms if needed
 - No Proof of Income form
 - ENPR prescription form
 - WIC Program complaint form
 - Stolen WIC Warrant Form
 - Civil Rights Complaint Form



Chapter 1, Eligibility, Certification and Coordination of Services, Policy and Procedures Manual, Family Nutrition/WIC, found at <http://www.hss.state.ak.us/dpa/programs/nutri/WIC/Administration/AdminPandP-Manuals.htm>

Local Agency Memo 07-10, Memo with the April 2007 AKWIC Build Instructions-see above link

Final Notes

- Make sure your chart notes give a clear snapshot of what occurred at the participant interaction.

