

## Scale Rubric for Arizona WIC appointments

<b>ACTION</b>	<b>(0) Lacks Competence</b>	<b>(1) Needs training, guidance, close monitoring</b>	<b>(2) Needs to be mentored in specific identified skills</b>	<b>(3) Demonstrates Competence</b>
<p><b>Invest in the Interaction</b> Welcome the participant and build rapport by opening the conversation in a warm, inviting, genuine tone with:</p>	<ul style="list-style-type: none"> <li>• Has minimum interaction with client</li> </ul>	<ul style="list-style-type: none"> <li>• Staff introduces self</li> </ul>	<ul style="list-style-type: none"> <li>• Greets client by name</li> <li>• Staff introduces self</li> <li>• Sets the agenda</li> <li>• Reviews previous at an inappropriate time</li> </ul>	<ul style="list-style-type: none"> <li>• Reviews previous notes before calling client</li> <li>• Greets client by name</li> <li>• Staff introduces self</li> <li>• Sets the agenda in the spirit of PCS</li> <li>• Affirms client</li> </ul>
<p><b>Assessment</b> Utilizes critical thinking skills to gather, analyze, evaluate, and prioritize the assessment to appropriately assign <b>category &amp; WIC Codes</b></p>	<ul style="list-style-type: none"> <li>• No assessment completed</li> <li>• Doesn't use ABCDE</li> <li>• Asks minimal questions</li> <li>• Asks closed ended questions</li> <li>• Asks unproductive and/or irrelevant questions</li> <li>• Asks repetitive questions</li> <li>• Doesn't use GTHM Tools appropriately or doesn't use them at all</li> <li>• Fails to identify WIC Codes appropriately</li> <li>• <b>Fails to identify correct category</b></li> </ul>	<ul style="list-style-type: none"> <li>• Assessment illogical and does not follow any order or flow</li> <li>• Uses ABCDE but misses major portions</li> <li>• Introduces GTHM Tool at inappropriate times or doesn't related topic to nutrition/breastfeeding</li> <li>• Asks the client closed ended questions</li> <li>• Asks unproductive and/or irrelevant questions</li> <li>• Asks repetitive questions</li> <li>• Incomplete or inaccurate assignment of codes</li> <li>• <b>Incomplete or inaccurate category assignment and or supporting screens</b></li> </ul>	<ul style="list-style-type: none"> <li>• Assessment is choppy</li> <li>• Uses ABCDE, misses key areas in a section</li> <li>• Introduces GTHM Tool, but does not connect it to the assessment</li> <li>• Asks the client closed ended questions, but relevant</li> <li>• Actively listens to client</li> <li>• Ask probing questions</li> <li>• Interrupts complete assessment process to identify WIC codes</li> <li>• <b>Breastfeeding assessment completed, but does not match client category or does not tailor food package appropriately.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Uses ABCDE completely</li> <li>• Introduces GTHM Tool at start of D and connects it to the assessment</li> <li>• Asks the client open ended, relevant questions</li> <li>• Ask probing questions to get complete information</li> <li>• Reflects what client is saying</li> <li>• Offers education at appropriate moments</li> <li>• Identifies WIC Codes after assessment is complete</li> <li>• <b>Breastfeeding Authority conducts a breastfeeding assessment, accurately assigns category, completes all supporting screens and tailors food package appropriately.</b></li> </ul>
<p><b>Nutrition Counseling &amp; Education</b> Offers appropriate, relevant, and accurate counseling and advice</p>	<ul style="list-style-type: none"> <li>• Doesn't offer to discuss topics based on assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Jumps right into education at inappropriate times</li> <li>• Offers different topics to discuss based on assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Offers different topics to discuss based on assessment and client's interest at appropriate times</li> <li>• Offers anticipatory guidance</li> <li>• Offers education in a didactic manner</li> </ul>	<ul style="list-style-type: none"> <li>• Offers different topics to discuss based on assessment and client's interest at appropriate times</li> <li>• Offers anticipatory guidance</li> <li>• Tailors discussion around client's needs and interests in the spirit of PCS                             <ul style="list-style-type: none"> <li>○ Uses OARS</li> <li>○ Asks permission</li> <li>○ Uses consensus</li> <li>○ Explores and offers ideas</li> <li>○ Explores client's feelings</li> </ul> </li> </ul>

<p><b>Documentation</b> Uses TGIF note structure appropriately</p>	<ul style="list-style-type: none"> <li>• Doesn't leave a note or note contains only 1-2 words in each section</li> </ul>	<ul style="list-style-type: none"> <li>• Very few words are used in each section of the notes; making them very difficult to understand at follow appointment</li> </ul>	<p>T: Tool</p> <ul style="list-style-type: none"> <li>• GHTM Tool used, if applicable</li> </ul> <p>G: Goals</p> <ul style="list-style-type: none"> <li>• Personal goals or areas identified by participant that they plan to work on</li> </ul> <p>I: Information</p> <ul style="list-style-type: none"> <li>• May contain a few key points, but not all</li> </ul> <p>F: Follow-up</p>	<p>T: Tool</p> <ul style="list-style-type: none"> <li>• GHTM Tool used, if applicable, and what shared about her strengths, challenges, motivations, and/or concerns.</li> </ul> <p>G: Goals</p> <ul style="list-style-type: none"> <li>• Personal goals or areas identified by participant that they plan to work on</li> </ul> <p>I: Information</p> <ul style="list-style-type: none"> <li>• Knowledge, feelings and beliefs of breastfeeding for pregnant and breastfeeding women categories (if applicable)</li> <li>• Caregiver knowledge, feelings, beliefs of infant feeding for infant category (if applicable)</li> <li>• Relevant information you would want the next person seeing this client to know</li> <li>• Any information pertinent to the interaction during the visit</li> <li>• Reasons for WIC Codes that are manually assigned</li> <li>• Further detail on nutrition education provided as needed to clarify</li> <li>• Details regarding food package tailoring for participant and/or breast pump assignment (if applicable)</li> <li>• HANDS will collect infant feeding amounts in the Assessment screen, so including these in the note is optional</li> </ul> <p>F: Follow-up</p> <ul style="list-style-type: none"> <li>• Any information the staff person has identified as areas to follow-up with at subsequent visits</li> </ul>
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