



Memorandum

#12-047

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: May 21, 2012

SUBJECT: QA 101 Repeat Training Class

After the CenturyLink Quality Assurance (QA) training, *QA 101: QA Foundation, and How to Conduct a Self-Audit Using the Core Tool*, there were numerous requests for a repeat class. Because the classes build upon each other, a repeat class will be offered well before the second QA training, *QA 201: How to Conduct a Self-Audit Using the Clinical Tool*. For all other future QA trainings, please check the *Nutrition Education & Clinic Services Online Staff Training Class Schedule*.

Training	Date/Time	Class Description
Repeat class <i>QA 101: QA Foundation and How to Conduct a Self-Audit Using the Core Tool</i>	May 29, 2012 9-10:30 a.m.	The Quality Management Branch (QMB) will provide a series of training sessions regarding the WIC Quality Assurance (QA) process. To help agencies with their QA process, the class will begin by explaining the four core principles of quality management. The criterion in the Core Tool which is applicable to WIC will be discussed. Other topics that will be covered are: types of reviews, financial monitoring overview, QMB process, and QMB tools. http://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/QAFoundationSelfauditCoreTool
<i>QA 201: How to Conduct a Self-Audit Using the Clinical Tool</i>	July 20, 2012 10-11 a.m.	<i>QA 201: How to Conduct a Self-Audit Using the Clinical Tool</i> training focuses on helping Local Agency staff understand how to use the Clinical Tool during a review. The class will cover basic principles to keep in mind when conducting a self-audit during observation of services and facility review. Examples of common areas of noncompliance will also be covered. http://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/ConductSelfauditClinicalTool
<i>QA 202: How to Conduct a Record Review</i>	September 5, 2012 10-11:30 a.m.	<i>QA 202: How to Conduct a Record Review</i> was developed in response to requests from Local Agencies to help staff conduct an effective record review self-audit. The session explores tips and tools for helping staff understand what to look for when conducting a record review. Instructions on how to use each of the worksheets will be discussed. Topics will include which QA Foxfire reports coincide with the record review worksheets and how to tally the results. Participants of this session will have an opportunity to share ideas and ask questions regarding the self-audit process. http://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/HowToConductARecordReview

Instructions for Login

NOTE: The CenturyLink Web-Conferencing System can be used at any facility with a phone and a PC with internet connectivity.

First, log in on the phone:

1. Call 1-877-820-7831.
2. Enter the participant passcode 402483#, including the pound sign (#) at the end.

Next, log in via your computer:

3. Enter the following web page address into your internet browser (Internet Explorer, Firefox, Safari, etc.) –
<http://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/QAFoundationSelfAuditCoreTool>
4. Click the “Guest” tab; enter your name and email address.
5. Click “Join Meeting” and “I’m Already Dialed In.”

Plan on joining the training at least 15 minutes early in order to deal with any technical difficulties you may encounter. If you have issues logging in, contact Customer Support at 1-800-485-0844. During the training, please use the following prompts on your telephone.

- Press *1 to hear a help menu.
- Press *6 to mute or “un-mute” line.
- Press *4 to increase meeting volume.
- Press *7 to decrease meeting volume.
- Press *5 to increase your voice volume.
- Press *8 to decrease your voice volume.

If you have any questions or require additional information, please contact Gloria Staats, QI Nutrition Consultant, Quality Management Branch, at (512) 776-2176 or 1-888-963-7111, extension 2176, or gloria.staats@dshs.state.tx.us.