

10 Easy Steps to... Education Choice Implementation

Phase 1: Start with wichealth

1. Staff attend March Education Choice webinar.
2. Create wichealth account (one for each staff or one per clinic).
3. Staff explore wichealth website.
4. Place wichealth flyers on all staff desks.
5. Through staff meetings, determine:
 - How staff will follow up with participants who complete wichealth (create a monthly Compass “class” – OR – instruct participants to call the month before they are due for more benefits).
 - Start date for offering wichealth to participants.
 - A goal. For example, how many accounts to be created in the next 3 months. Reports are available through wichealth.org.

Phase 2: Add Phone Counseling

6. Staff complete phone counseling module.
7. Through staff meetings, determine:
 - Whether to use a clinic email vs. an individual email when sending a participant pamphlets, referrals, etc.
 - If staff know how to send email attachments.
 - If staff will use an email template when sending materials to participants.
 - Start date for offering phone counseling to participants.
8. Set a date for staff to complete the phone counseling observation checklist with their supervisor or trainer.
9. Ensure staff have the Appointment Menu.
10. Start offering participants Education Choice!