



Module 9

Putting All the Pieces Together

Activity: Putting All the Pieces Together

Instructions: Review the script below (that was featured in the certification video). Identify and note the parts of Participant Centered Education you have learned throughout the nine modules. Mark any places in the script where the following PCE components appear.

- ◆ Opening the conversation, setting the agenda, asking permission
- ◆ Change talk
- ◆ Open-ended questions
- ◆ Affirmations
- ◆ Reflections
- ◆ Summary statements
- ◆ Note how Rose delays education until the full assessment is complete
- ◆ Offering nutrition education – asking permission, exploring what participant knows/thinks
- ◆ Program eligibility including health outcome statement

Script for ‘The Session’

Rose: Thanks so much for coming in today, I’m Rose Queral, a counselor here. It’s nice to meet you, Jennifer. How are you today?

Jennifer: I’m doing alright – it has been a crazy morning.

Rose: Well, I appreciate you getting here on time even with all the craziness this morning. Just to let you know, our appointment should only take about 20 minutes today. Looks like we already have your heights and weights, so I’ll just quickly enter those into the computer. After that, I have some questions that I’d like to go over with you. Before we start, what are some questions you might have for me or things that you really want to be sure we talk about today?

Jennifer: I have some questions about pumping.

Rose: Oh, thank you so much for bringing that up. I'm going to make a note of that so that we will be sure to cover pumping before you leave today. As other things come up I'll jot them down so I won't forget. Is that okay?

Jennifer: Fine

Rose: Well we haven't seen you since you had the baby. Tell me a little about how the birth went?

Jennifer: It was fine after I got my epidural (laughs). It was a lot easier than the first time.

Rose: Then you had a vaginal delivery?

Jennifer: Yes.

Rose: And how have you been feeling since?

Jennifer: I've been tired but not sick. I'm still taking my prenatal vitamins, so that must be helping.

Rose: Sounds like you are taking good care of yourself. What other medicines are you taking?

Jennifer: I am not taking anything else.

Rose: Ok, so getting back to feeling tired. That's pretty common for new moms. Who's around at home to help you out?

Jennifer: Well, my husband's gone back to work now but my sister-in-law helps out a lot.

Rose: How nice that you have family to give that support. And how's your new little one doing?

Jennifer: She's great. She came a little earlier than we were expecting but she seems to be doing really well.

Rose: Oh, so she came a little bit early. Tell me more about that.

Jennifer: I ended up delivering her at 39 weeks, but she still weighed 8 lbs and she's really healthy. She just saw her doctor for her two-week check-up and he said everything was fine. I was afraid that I wouldn't have enough milk to feed her, but that doesn't seem to be an issue.

Rose: Wow, I'm glad she is doing so well and that you're breastfeeding. That is so nice! And how's it going?

Jennifer: It's going, but I don't know if I can keep it up.

Rose: What makes you say that?

Jennifer: I just feel like quitting and giving her formula, even though I know breast milk's best for her.

Rose: I appreciate your honesty. Sounds like you're not sure what to do and yet you recognize that breastfeeding is best for her. What's making you think you might want to quit?

Jennifer: Well, I think I can keep it up now, but I'm just concerned about how it'll work once I go back to my job.

Rose: So you are wondering about this transition. It's great that you're already thinking about what might come up. What are your thoughts about balancing breastfeeding and going back to work?

Jennifer: Well, I do have some concerns about breast feeding when go back to work. Like when I should start pumping to build a supply and how long my pumped milk will be good for. Things like that.

Rose: Yeah, these are all details to think about. If you'd like we can spend some time working through these details together today. Would it be okay if we finished up with the rest of the questions I need to ask you and then we could spent some time talking about this?

Jennifer: That's fine as long as we don't go over the 20 minutes...I need to get back home.

Rose: Sounds good. These are some of the mandatory questions I have to ask everyone, so just bear with me while we go through these.

During your pregnancy, you told us you weren't smoking or using

Jennifer: Nothing, I don't smoke or drink.

Rose: That's wonderful. And does anyone living in your household smoke inside your home?

Jennifer: No, we're really strict about that.

Rose: You're making good choices for you and your children. And how has your appetite been?

Jennifer: I'm always hungry!

Rose: What kinds of things are you craving in particular?

Jennifer: I just eat whatever's handy.

Rose: Are there any foods that you are avoiding right now?

Jennifer: Nope, if it's around I'll eat it (laughs)

Rose: Ok and what beverages are you drinking?

Jennifer: I drink lots of water and some milk and juice. But mostly water.

Rose: Sounds like you're doing a good job keeping yourself hydrated. Now I have a question that I need to ask you that we ask everyone - just to check-in with you about your safety. Has anyone pushed, hit, kicked or physically hurt you or your baby in the past 6 months since she was born?

Jennifer: No, everything is fine.

Rose: Seems like other than being a little bit tired and having some concerns about pumping when you go back to work that you're doing really well.

Jennifer: Yeah.

Rose: And how are you feeling about how she's eating and growing?

Jennifer: I feel like she wants to nurse all the time and she seems a little bit smaller than some of my friends' babies.

Rose: You're a little worried about her size... Well would you like to look at the growth grids that we have for her to see how she compares with other babies her age?

Jennifer: Yeah, I definitely want to see how she's doing.

Rose: So today, her grid is showing that in a group of 100 girls her age, 75 would be longer than she is. And again in that same group of girls, about 50 would weigh more. When we compare her weight to her length, you can see she is coming out right about in the middle. How does that compare with what you heard at the doctor?

Jennifer: Sounds pretty much like what he told me. I guess she's growing well but she cries a lot and sometimes I wonder if I should give her a little formula.

Rose: You're wondering if she's getting enough to eat.

Jennifer: Yeah, but I guess I feel better now knowing she's growing alright. But I feel bad when she cries and I worry that my breast milk isn't enough for her now, let alone when I go back to work.

Rose: How many times is she feeding each day?

Jennifer: My gosh - at least every two hours and sometimes it feels like every hour!

Rose: How does she let you know that she's ready to eat or that she's all done?

Jennifer: She makes these smacking sounds and sucks on her fist when she is getting hungry. Sometimes she cries like crazy like she's starving.

Rose: Sounds like most of the time you can tell she's hungry before she starts to cry. What do think might be happening when she does cry like that?

Jennifer: Well, maybe I am just waiting too long between feedings.

Rose: I have definitely heard from other mom's that feeding more regularly can help with that. And you've already told me how much you enjoy that special time together.

Jennifer: Yeah I am really going to miss our time together once I go back to work.

Rose: So you're really close to your baby and you're going to miss that time together. Tell me a little bit about the job you're going back to and when that might happen?

Jennifer: I work in one of the stores at the mall. My hours and days really vary. My boss has been really supportive while I was pregnant and she's looking forward to me coming back in another month or so.

Rose: So is your boss supportive of you pumping back at work?

Jennifer: I'm pretty sure she is.

Rose: Great and what spots are available for you to pump while still having some privacy?

Jennifer: I should be able to use the back room and there's a little refrigerator to store the milk after I pump it, so I should be okay

Rose: It sounds like you've already been thinking about this and your workplace should be supportive. What other concerns do you have about making pumping work for you?

Jennifer: I'm just not sure if I should start pumping now so that I have enough stored? And I'm afraid she won't take the bottle.

Rose: Well, if you're interested, I have a handout that talks about pumping and storing breast milk. Would you like to take a minute to go over this together?

Jennifer: Sure

Rose: So as you'll see, there are some tips here about how to pump, and on the other side is information about storage. Since our time is limited today, why don't you take this info with you and read through it. There's a class next month about pumping that will go into this in greater detail. Would you like me to sign you up for that?

Jennifer: Yes, that would be helpful. Thanks!

Rose: The other thing you mentioned was a concern about her not wanting to take the bottle. I'm wondering how you handled that with your older child.

Jennifer: I got to stay home for almost a year the first time, so at that point she was already onto using a cup, so it wasn't an issue.

Rose: I see. If you'd like I could share a few tips that I've heard from some other moms.

Jennifer: Sure

Rose: Some moms find that it is easier for someone else in the family to introduce the bottle to baby at first, since the baby associates *you* with breastfeeding.

Some others have told me that they introduce the bottle after they've breastfed since the baby isn't so hungry. How does that sound to you?

Jennifer: Those are great ideas for introducing the bottle, but now that I'm thinking about it, maybe my sister-in-law could bring her by work, so I could breastfed there.

Rose: What a great idea! Do you think that's something she would agree to?

Jennifer: Oh, yeah. She loves coming to the mall.

Rose: So, if you could, how long would you like to keep breastfeeding her?

Jennifer: Well, I went over a year the first time and I'd like to do that again, even with going back to work.

Rose: Sounds like you have a pretty good plan here. What are some of the next steps you can take to make sure it all comes together for you before you go back to work?

Jennifer: Well, I definitely need to talk to my sister in law - and I need to get a pump from you guys.

Rose: In the pumping options class next month, they'll help you select the right pump for your needs and they go over any questions you might have including the storage options. Let me just take a moment to put that into the computer so that the next time we see you we can check in to see how that's going.

Rose: So to wrap up, we've talked today about how you're both doing and although you were initially concerned with her being smaller than some of your friends babies, looking at the growth grids you're now feeling better about how she's growing. The main thing we talked about was how you can continue breastfeeding once you go back to work. Sounds like you'd really like to breastfeed her for a year like you did with your first one and you have a plan for making that happen: Some days your sister in law will bring you the baby to breastfeed and other days you're going to be able to pump in the back room and store your milk in the mini fridge at work. Did I get it all?

Jennifer: Yeah, that's good.

Rose: To help you and your baby meet your breastfeeding goal, I am certifying you both on WIC until baby turns a year old. You'll be able to stay on a year as long as you continue to breastfeed. And I can tell from the plan that you have made that that's going to happen! Before we finish is there anything else I can help you with?

Jennifer: No, I think we covered everything.

Rose: Well thanks very much for coming in today. You're such a wonderful mom for breastfeeding her and I'm sure you'll be able to keep it going. If you do have any questions or concerns, please give us a call because we'd be happy to help. And maybe I'll see you when you come back for the pumping options class.

Jennifer: Great.

Rose: So when you go back out front, they'll call your name once they print out your vouchers. I saw in the computer that you were already changed to the 'fully breastfeeding' package so you'll be getting some extra foods as well. What questions do you have about using the WIC vouchers?

Jennifer: I've pretty much got shopping down at this point!

Rose: Super, have a great rest of your day. And we'll see you next month.