



Conducting a Client Centered Assessment

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Altarum



No two assessments are exactly the same

- ▲ Clients
- ▲ Staff
- ▲ Situation



Agenda

- ▲ What is the highest priority of a WIC assessment?
- ▲ What does it mean to do a complete assessment prior to educating?
- ▲ What style of questions are really helpful in assessment?


The components of an assessment

- ▲ Collect data
- ▲ Identify the participants interests or motivation

“Motivation is a fire from within. If someone else tries to light that fire under you, chances are it will burn very briefly.”

-Stephen Covey

The components of an assessment

- ▲ Collect data
 - ▲ Identify the participants interests or motivation
 - ▲ Find knowledge gaps (or misinformation)
 - ▲ Determine what food package to assign
 - ▲ Potential referrals for services
 - ▲ Identify all applicable risks
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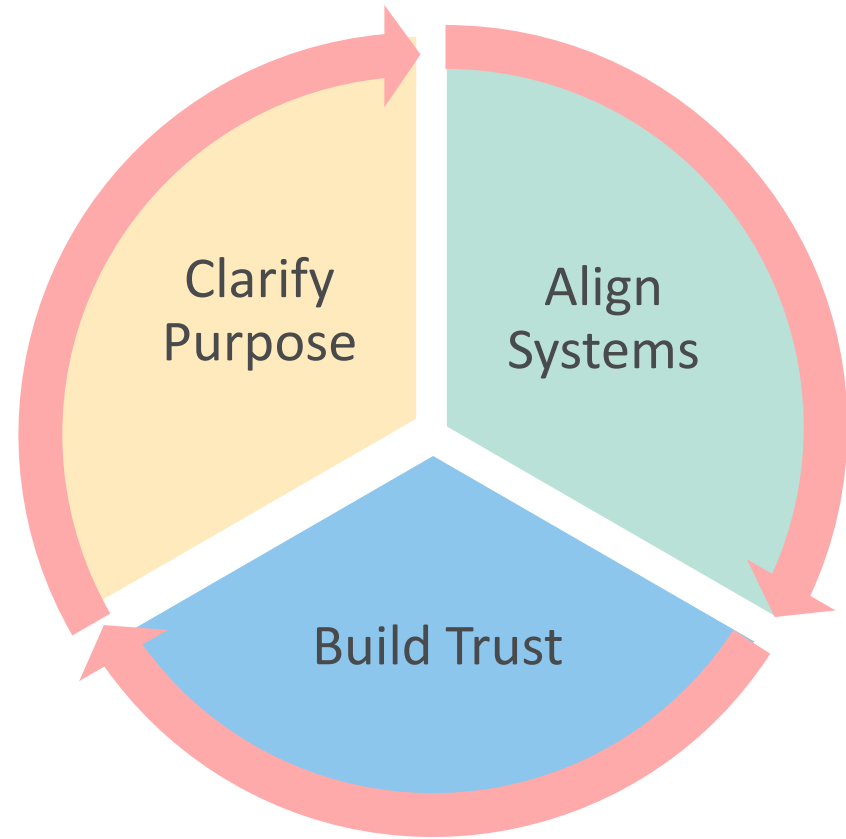
Certification



Support positive health behaviors

Tools, assessment, ME

Collaborate



Do a complete assessment prior to educating.



Maybe a misnomer

Do a complete assessment prior to educating so that...

- ▲ You have situational understanding so your education hits the mark

Example: Importance of situational understanding

CPA: “I noticed your hemoglobin is low. You need to increase iron rich foods in your diet. I recommend you add foods rich in iron like meat.”

Client: “But I’ve been a vegan for 10 years and it’s the only way I’ve been able to stay at a healthy weight.”

Do a complete assessment prior to educating so that...

- ▲ You have situational understanding so your education hits the mark
- ▲ The client isn't overwhelmed with nutrition messages

Example: Overwhelming the client

CPA: “How much juice do you give Tommy a day?”

Client: “About 12oz.”

CPA: “That’s kind of a lot, WIC recommends 4oz per day.”

CPA: “Is he still using the bottle?”

Client: “Yes, but only before bed.”

CPA: “That’s one of the worst times, the milk tends to pool around their teeth and can cause cavities.”

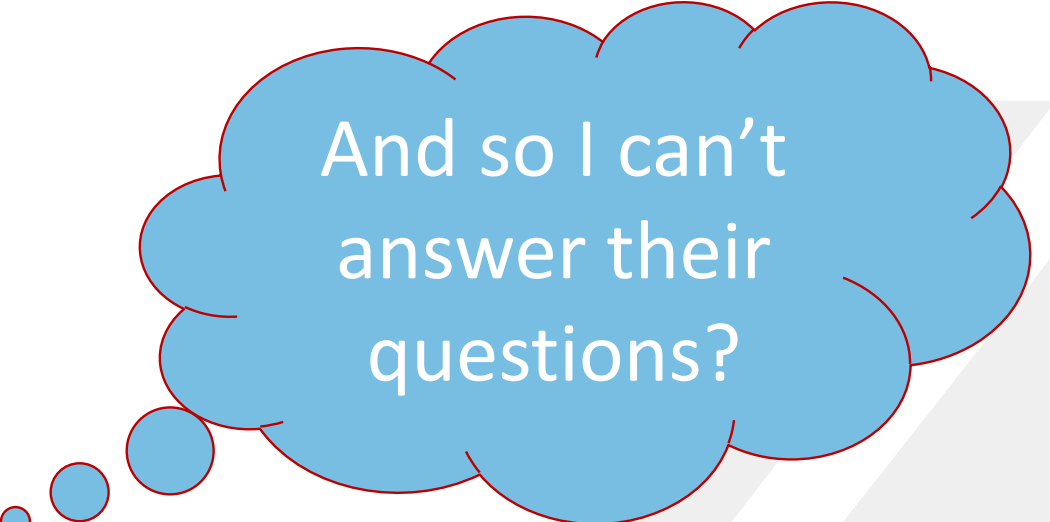
CPA: “Is anybody smoking in the home?”

Client: “I smoke, but only outside.”

CPA: “You should also change your clothes when you come back inside. The smoke sticks to you and the kids can be exposed that way...at least until you are ready to quit.”

Do a complete assessment prior to educating so that...


- ▲ You have situational understanding so your education hits the mark
- ▲ The client isn't overwhelmed with nutrition messages

A blue thought bubble with a red outline, containing the text "And so I can't answer their questions?".

And so I can't
answer their
questions?


Scenario: Mom is in certifying her 1 year old son. You just walk into the room and she says...

“The other WIC lady just told me I won’t be getting my food package anymore. Why is that, I am still breastfeeding and the most recent ACOG recommendations say to breastfeed until they are 2?”



Potential response...

“You are an amazing mom who has worked hard at breastfeeding. Although continued breastfeeding is great, unfortunately, WIC has limitations on participation even for breastfeeding moms.”



Scenario: Mom is in certifying her 3 year old son. You just walk into the room and haven't had a chance to look at her son's record. She says...

“Hi. We went to Tommy's well child visit yesterday. The Doctor said he is at the 100% on the growth chart. Isn't that great?”

Potential response...

“Yeah it could be healthy growth. How about if we look at the growth graphs together and talk about how Tommy is eating because what he’s eating is so impactful to his growth.”

Style of questions to use in Assessment??

Open-ended questions...

- ▲ Get a more complete picture
- ▲ Have a conversation
- ▲ Less likely to slip into 'ask/advise'
- ▲ Find motivation and interest
- ▲ Can ask fewer questions

But not always

- ▲ Some questions are sensitive
- ▲ To collect facts
- ▲ To probe for more information



SOLUTIONS THAT MATTER. HEALTH CARE THAT WORKS.

Questions & Discussion





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Thank you!!