

Oregon WIC Listens – Continuing Education: “Did I get it All?” – Summarizing



Staff Handout

Content:

Summaries link together and reinforce information that has been discussed. This shows you've been listening carefully, and prepares the participant to tell you more. It also allows the participant to hear their own change talk (reasons to change).

Why summarize?

- ❖ Reinforces what the participant has said
- ❖ Shows you've been listening
- ❖ Allows participant to hear their thoughts about change
- ❖ Insures counselor “got it all” or understands the participant's concerns
- ❖ Provides transition to further discussion

Key elements:

- ❖ Start with an introduction - “Let me see if I understand...”
- ❖ Capture both sides, starting with “cons” and end with “pros”
- ❖ Check for understanding – “Did I get it all?”
- ❖ If the participant has expressed ambivalence, capture both sides – “*On the one hand... **and** on the other hand...*”

💡 **Note: use of ‘and’ versus ‘but’**

Practice Activities:

Practice forming summarizing statements using the scenarios on the next page. Create a summary statement that you can say to this participant at the end of your visit and then share it with a partner. Your statement can reinforce what the participant has said, show you have been listening, and/or allow the participant to hear their change talk one more time before they leave.

1. A pregnant mom comes in for her WIC appointment. She is very quiet and doesn't make much eye contact. As you begin to go through the health history questionnaire, you find out that she has another child who is just 11 months old. The mom says this pregnancy is very different and she is suffering from nausea, vomiting and constipation. She is worried about being able to take care of her 11 month old and whether this pregnancy is going to be OK.

Your summary statement:

2. Mom comes in with her three-year old daughter. Mom pays very close attention during the heights and weights. Back in your office she tells you she's very concerned her daughter is too thin. She used to be nice and plump and now Mom can see her ribs. Child often refuses to eat solids, but at least she drinks lots of milk, juice and water. She no longer uses a bottle, and may go all day without eating any solids. Child is very demanding during the appointment, throwing a tantrum at one point and pushing and hitting at her mother.

Your summary statement:

3. A 2 ½ month postpartum breastfeeding Hispanic mother comes in for follow-up. She delivered her healthy infant via C-section. The infant was given formula in the hospital so mom "could rest from C-section". Mom really wanted to BF and got a pump and was doing well until she developed an infection in the incision area. Since she didn't have health insurance, she delayed going to the doctor until she had a fever and was vomiting from pain. The infection continues to drain and mom is on antibiotics and pain medication. Her doctor told her to stop BF but she refused. She is now doing about ½ and ½ although her milk supply is not what it was before the infection. She really wants to continue to BF but is unsure whether she will be able to do so.

Your summary statement: