

Oregon WIC Listens
Pregnant Woman Enrollment - Sample Script
6/13/2008



Introduction

Key Client Centered Counseling skills: build rapport, set agenda, affirm client, reflect, check what they already know, ask permission before talking/giving advice, affirm client's right to choose, exchange ideas, minimize certifier talk time.

Scenario: Pregnant woman is at WIC for her enrollment appointment. She has already been checked in at the front desk and is waiting in the waiting room.

Certifier: (client name) ? Hi , it's nice to meet you (*build rapport*). My name is and I'm one of the certifiers with WIC. I understand that you are interested in starting prenatal WIC services today (*set agenda*). Is that correct? (*check for understanding*)

Client: Yes.

Certifier: That's great! We'll spend about 20 minutes together today to complete the enrollment process and I'll be gathering some information from you during that time (*set agenda*). How does that sound? (*ask permission*)

Client: Fine.

Certifier: Good! Then let's go back to my office and we can get started. Have you ever been on WIC before or had a friend or family member on WIC? (*check what client already knows*)

Client: No, I've never been to WIC before, but I heard about it from a friend who was on WIC in California when she had her baby.

Certifier: So this is your first time here. (*simple reflection*) Well welcome, we're glad to have you here today. (*affirm, build rapport*).

Certifier: If it's all right with you (*ask permission*) I'd like to begin by getting your height and weight and taking one drop of blood from your finger to check your iron count (*set agenda*). Will that work for you? (*asks permission*)

Client: Ok, sounds good, except for the finger part.

Certifier: So, you're not a big fan of having your blood taken? (*reflection with a guess at feeling*). A lot of people feel that same way (*affirm*). So maybe we can do the height and weight first? (*ask permission*)

Client: Alright.

Certifier: In order to get accurate measurements, I'll need to ask you to take off your coat and shoes. *(Client gets coat, shoes off to do height and weight)* So, how many pregnancies have you had?

Client: This is my first pregnancy.

Certifier: Congratulations! *(build rapport)* You sound excited. *(reflection)*

Client: Yes, excited and nervous.

Certifier: Both are certainly normal reactions! *(affirm)* Now, if you'll please stand with your heels and back against the wall I'll check your height. *(Client stands against measure board)*. Thank you. Next, if you will step up on the scale, I'll get your weight. *(Client stands on scale)*. Thanks. You're welcome to have a seat here and put your shoes back on. After we check your iron count, we can go back to my office and talk about your health and what you've been eating. *(review agenda)* Are you ready for the iron test? *(ask permission)*

Client: We might as well get it over with...

Certifier: I can imagine that this process makes you nervous *(reflection)* so I'll be as quick as possible. I'll wash your finger then there will be a prick *(does finger stick)* and that's it! Are you OK? *(build rapport)*

Client: Yeah, that wasn't too bad.

Certifier: I'm glad to hear it! While we wait for the results, what are some questions you have that you'd like us to be sure to cover today?

Client: I'm not really sure, I haven't thought about it much.

Certifier: That's fine; just let me know if you have any questions or concerns as we go along. *(build rapport)* I see that your iron level today is 10.1; a level of 11.0 is typical. *(neutral feedback)*

Client: Is that bad?

Certifier: Well it is a little lower than we might hope for, so we can talk about this before the end of the visit. Let's go back to my office now.

(Client and certifier move to counseling room)

Certifier: While we are talking, I'll be taking some notes and putting some information into the computer. To begin with, I'll enter your height and weight. *(enters anthropometric data in TWIST)* So today I have you as 5'6" with a weight of 150 lbs. *(provides feedback in a neutral way)*. How does that compare to what you used to weigh before you were pregnant?

Client: I don't know, I think I was about 140 before, but I don't weigh myself very often.

Certifier: So you've gained about 10 lbs so far (*simple reflection*). How does that match with what you've heard about the amount of weight gain recommended during pregnancy? (*checks what client knows, prepares for exchange of information*)

Client: I haven't really heard anything about what's recommended. I just know that a couple of my friends got totally huge during their pregnancies. I think they gained like 70 lbs or something! I hope that doesn't happen to me!

Certifier: Seems like you're pretty concerned about the whole weight gain issue. (*reflection*)

Client: Yeah, I'm really worried that this pregnancy might change my weight in the long run. I mean I know getting pregnant means gaining weight, but like I said I don't want to end up like my friends.

Certifier: I can see that. If you're interested, I could share with you what the general recommendations are for weight gain during pregnancy. I think you might find it a relief. (*asking permission, gauging interest*). What has your doctor told you about weight gain? (*assess for prenatal care*)

Client: Oh, I haven't been able to see anyone yet. I'm not sure where to go until I get my insurance figured out.

Certifier: So right now you're without a doctor for prenatal care (*simple reflection*). Is that something that you might like us to work on before you leave today? (*asks client's permission, gauges her readiness to address issue*).

Client: Yeah, that'd be great. I'm really worried about not having seen anyone yet.

Certifier: Great! Before we talk more about weight gain or prenatal care, there are a couple of other questions that I would like to ask if it is OK with you? (*ask permission*)

Client: Sure.

Certifier: How has your health been so far during this pregnancy? (*open ended question*)

Client: Pretty good. I've been a little nauseous but other than that I've been healthy.

Certifier: Have you been hospitalized recently or on any medications for any conditions?

Client: No.

Certifier: How has that nausea that you've experienced affected your appetite?

Client: Not much. I just don't eat much in the morning.

Certifier: So tell me, what have you heard about eating well during pregnancy? (*open ended question, check what the client already knows*)

Client: Well, everyone says that you're eating for two now, so I know I should probably be eating more, but really I'm not that big of an eater. And I know that you should try to eat lots of healthy foods and not a lot of junk or anything.

Certifier: When you say you're not a really big eater, what would you eat on a typical day? (*diet assessment*)

Client: Well a lot of times I skip breakfast because I'm just not that much of a morning person. But sometimes I'll have toast or a bagel or something. Lunch and dinner, it's sort of whatever's around the house. And I like a snack before bed.

Certifier: So, what you eat depends on the time you have and what's around. Does that seem like a fair thing to say? (*simple reflection, checks for understanding*)

Client: Yeah, I guess that's true.

Certifier: What foods do you especially enjoy eating? (*open ended question*) (*diet assessment*)

Client: I like fruit and ice cream and pasta dishes like macaroni and cheese.

Certifier: Those are some tasty choices. (*affirm*) What, if any, foods do you avoid eating? (*open ended question*) (*diet assessment*)

Client: Well, I really don't eat meat very much. And since I've been pregnant the smell of it cooking makes me want to throw up, so I've been avoiding it.

Certifier: That's not uncommon to feel that way. (*reflection*) It's also not uncommon for pregnant women to crave some pretty weird things to eat. What types of things, if any, have you found yourself craving that people wouldn't typically think of as a food? (*open ended question*) (*diet assessment*)

<p>Note: Research on asking questions about socially undesirable behavior indicates that a longer question that implies that 'everybody does this sometimes' and then assumes the person does the behavior is more effective in getting respondents to truthfully report their behaviors. While not part of motivational interviewing, it has been found to be helpful in health survey research.</p>

Client: Nothing I can think of at this time. I hope if I get cravings it will be something fun like chocolate.

Certifier: I hope so to! (*build rapport*) In addition to the foods you're eating, tell me about any vitamins or other supplements that you might be taking? (*open ended question*) (*diet assessment*)

Client: I'm just started taking a prenatal vitamin last week when I found out for sure I was pregnant.

Certifier: Great. That's very important for helping you get all the nutrients you need and might help with your iron levels too (*affirm*). Keep it up!

Certifier: Now _____, I need to ask you a few questions that we ask everyone just to get a clearer picture of their health. Tell me about your experience with smoking. (*open ended question*)

Client: Oh no, I never smoke.

Certifier: Okay, Does anyone smoke inside your home?

Client: No, never.

Certifier: Okay. Now about alcohol, how many alcoholic drinks would you have in a week? (*open ended question*)

Client: I drank some before I knew I was pregnant but not now.

Certifier: Alright. And how about using any street drugs?

Client: No. No way. Not for a long time. I experimented a little with pot when I was a kid, but I haven't done any of that for years.

Certifier: I understand. And this question I need to ask is about your safety. Has any one hit, kicked, slapped, pushed or physically hurt you in any way in the last six months?

Client: Thankfully not.

Certifier: Thanks for answering those questions for me. It's great that you're making such healthy choices for you and your baby! (*affirm*) Now thinking about your baby, what have you thought about how you are going to feed your baby once it arrives? (*open ended question, checks what client already knows*)

Client: I don't know, what do you mean?

Certifier: I'm sorry, that wasn't a clear question. What I meant to ask is what have you heard about breastfeeding? (*example of how to recover if first open ended question doesn't work*). (*note no mention of formula*)

Client: I don't know. I'm just dealing with finding out I'm pregnant. I've heard that breastfeeding is really good, but I really haven't thought about it much.

Certifier: What are a few of those really good things you've heard about breastfeeding? (*open ended question, checks what client knows, sets up for client to state her own reasons, which are more powerful reciting the 'benefits' speech*).

Client: Well I've heard that it will help your baby be healthier and it might help you lose weight faster.

Certifier: And both of those are very important to you. (*reflection*)

Note: You could go on in discussion here, depending on mom's interest and time left. You would want to do some brainstorming about potential barriers and how she might overcome them. (Example question: So, given all you know, what do you think might get in the way of breastfeeding?) Ideally you should allow her to come up with possible solutions before suggesting any. In this situation, where's she's already told you that she's just trying to come to terms with being pregnant, you might want to limit your BF discussion. It is probably better to just explore the topic in general and then follow up in either a group or individual appointment.

Client: Yes, of course, who doesn't want a healthy baby?!

Certifier: Yes, every mom wants a healthy baby and you already know that breastfeeding can be an important part of that (*affirm*).

During our conversation I jotted down several topics that came up that seemed to be of interest to you (Show circle chart) prenatal care, weight gain during pregnancy, and breastfeeding. As your WIC counselor I would like to add the low iron we found on your blood test. Is there any other subject that I didn't mention that you would like to talk about today? (*summarize, transition to education*)

Client: I can't think of anything else. For sure the prenatal care.

Certifier: I would like to be sure to give you the OHP application materials to help you obtain insurance coverage. In addition, which of these, if any, would you like to discuss more in our last few minutes? (*open ended question*)

Client: Weight gain and low iron sound like something I need to know about now.

Certifier: Sounds good. Let's start with the iron level. Many women have challenges maintaining a strong iron level during pregnancy as they build more blood for their baby. You just started taking prenatal vitamins that are an excellent source of iron and you might see improvement in your iron levels with daily use. In addition, I have a pamphlet that lists the different foods that are high in iron. Would you be interested in taking a quick look at it together? (*asks permission before distribution*) (*note: limit use of handouts*).

Client: Sure.

Certifier: Protein rich foods like meat are some of your best food sources of iron. Since meat is not your favorite food, this part (*points to and then highlight the specific info*) lists some non-meat options and then gives some ideas on how to pair them with other foods to get the most iron from each food. Would this be something you'd like to take home with you? (*asks permission before giving handout*)

Client: No, that's O.K. I think I've seen this information before. I just didn't know it was important for pregnancy.

Certifier: What other questions do you have about iron? (*open ended question*)

Client: Nothing, but this is helpful.

Certifier: I'm glad to hear that! As for prenatal weight gain, I'd like to show you a prenatal weight gain grid. (*refer to the computer*) These lines show the usual rate of weight gain, the middle area is the average. You can see that this dot is your current weight gain for this time in your pregnancy. Generally for someone your size, you're looking to gain about 25-30 lbs total, most of that in the last two trimesters of your pregnancy. How does that sound to you?

Client: It looks like I'm not too far from where I'm suppose to be right now even though it seems like I've gained a lot.

Certifier: You are absolutely right, your weight gain is just a little above the average and I'm confident that you will do fine with from here on. I have a brochure that outlines some ideas that could help. Would you like to take a moment to look at it? (*asks permission*)

Client: OK. Does that also tell me about eating right during pregnancy?

Certifier: Yes, there is a section on prenatal nutrition here, and a section on prenatal weight gain here (*highlight the specific information*). Many women find this information on exercise during pregnancy of special interest. Would this be something you would like to take home with you? (*asks permission before distribution*)

Client: Yes, thanks.

Certifier: You're welcome. And in addition to this information about healthy eating, we will be printing vouchers today to help you purchase healthy foods during your pregnancy. Based on our conversation, I will request our full standard prenatal food package for you. Our reception staff will tell you about the WIC foods and about using the vouchers before you leave today.

Client: And I'll be getting them today?

Certifier: Definitely! WIC is here to help you get off to the best start possible. And speaking of information to take with you today, here is an application packet for the Oregon Health Plan. On the front is the name of the expert in our department who can help you with any questions that

you might have as you are filling out the forms. Please feel free to give her a call. (*highlight pertinent information*)

Client: This is a great help. Thanks, I've been worried about getting a doctor.

Certifier: It's always nice to talk to a mom who is committed to having a healthy pregnancy! (*affirm*) _____, as we're nearing the end our visit, I wanted to make sure we've covered all the things that came up today. We talked about needing to find a doctor, your weight gain, what you're eating, getting enough iron, and breastfeeding. Did I get it all? (*summary*)

Client: I think so.

Certifier: Then I'm wondering which of these, if any, you might want to focus on before we see you at your next appointment? (*next steps*)

Client: The thing I'm most worried about is getting a doctor.

Certifier: I can understand that. I'll make a note here and we will check back in with you at your next appointment and see how your prenatal care is going. We like to see our participants at least once every three months so I'd like to recommend that we get together again in three months. We can also recheck your iron count and weight gain at that time. Would that work for you? (*asks permission*)

Client: That would be fine.

Certifier: Great. So, I'll make a request for your next appointment in three months and we will mail an appointment postcard to you the month before. (*books appointment after getting input from mom*). Please be sure to let us know if you move so we can send the appointment to the correct address.

Client: I'll do that.

Certifier: What are some other ways I might be able to help you today, either with the things we've talked about or something else? (*open ended question*) (*gives client one more chance to bring up issue*)

Client: I can't think of anything else. Thanks.

Certifier: You can always call if you have questions at a later time. Thanks again for coming in today, _____. I'll send your vouchers to the printer out front, and they'll be ready for you in just a minute. Congratulations again on your pregnancy! (*affirm*) I know you'll do everything you can to have a healthy pregnancy. (*self efficacy*) See you soon!