



Using Technology to Promote Participant Centered Services:

A Collaboration between the Oregon
and Arizona WIC Programs

NWA Technology Conference

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Objectives

By the end of the presentation, participants will:

- Recognize how multiple state WIC agencies are collaborating to share resources.
- Understand the process involved with developing an eLearning experience.
- View portions of an interactive, online training module.





Background

- Value Enhanced Nutrition Assessment (VENA)
- Oregon WIC Listens
- Participant Centered Education





Definition of Participant Centered Education

Participant centered education (PCE) focuses on people's capacities, strengths and developmental needs – not solely on their problems, risks, or negative behaviors.

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The Spirit of PCE

- Genuinely warm and respectful, both sides bring something to the table
- Accepting and understanding, even if you don't agree
- Individualized and emphasizes freedom of choice
- Collaborative – walk side by side, rather than one pushing or pulling the other
- Dancing vs. wrestling

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The Spirit of PCE



“No one likes to be *should* upon.”

~ *Stephen Berg Smith*





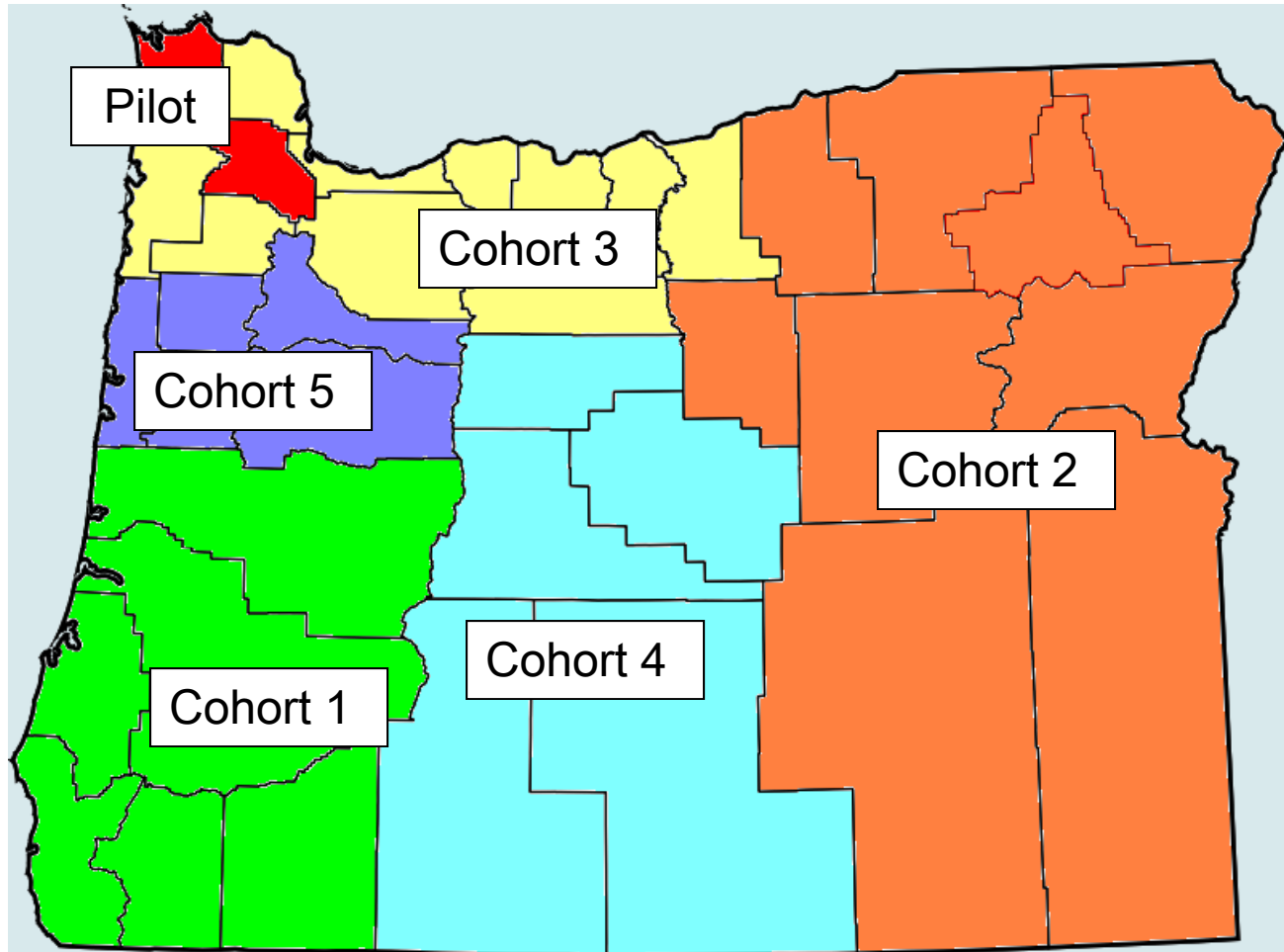
PCE Training: 9 Month “Gestation”

- Champion Training – 1 day
- Certifier Training – 2 half days
- 4 champion conference calls – every other month
- 4 on-site visits – every other month
 - Meet with all staff for debrief
 - Meet with champions separately
 - Observations of certifiers with immediate, supportive feedback





Statewide Training





Active Listening Skills

Open-ended questions

Affirming

Reflecting

Summarizing





Giving Advice

“I have found that the best way to give advice is to ask the person what they would like to do and then advise them to do it.”



~ Harry Truman





Western Region Collaboration

- Summer of 2003: Western Region WIC Nutrition Coordinators met to identify possible collaborative projects where states could pool USDA Operational Adjustment (OA) funds and centralize project management to benefit all of the states and ITOs in the region.
- Arizona requested and received OA funds to create an on-line training module and subsequently partnered with Oregon to utilize the curriculum they had developed.

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Blended Format

eLearning modules – Multi-media modules that help to explain and demonstrate PCE skills.

Practice activities – At the end of each eLearning module, the learner will download an activity that helps apply what they've just learned – on the job!

De-briefing – The learner will meet with their supervisor to discuss what they've learned.

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Nine PCE Modules

1. What Motivates People to Change?
2. The Spirit of PCE
3. Opening the Conversation
4. O.A.R.S.
5. Roadblocks to Listening
6. Moving from Assessment to Counseling
7. Providing Advice: Offering Nutrition Education
8. Rolling with Resistance
9. Next Steps





Content Review

"I love the use of the diverse types of learning activities to keep the eLearner participating and engaged rather than just reading."

kes
skills"
nd

Reviewed by:

Alaska, Arizona, California, Guam, Oregon, and Washington.





Nutrition Edutainment



Explore: Ask what she already knows, has heard of, or would like to know.

Offer: Ask permission; Be brief, giving one or two simple facts.

Explore: Find out what she knows or thinks about this information.

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ACTIVITY

Scenario Info.

Menu

Summary Items



Child's temper tantrum



Read the scenario provided by clicking the scenario box then move the items you want to include in your summary to the pot to create a bouquet. When you are finished, click 'SUBMIT' to check your answer.

SUBMIT

Resources



Summarizing

Summarizing is like picking a bouquet. Each idea is like a flower you select to include in the bouquet. You get to decide which important points and ideas to include in the bouquet that you will then present back to the participant. You see the flowers



Prev

Next



Sample Screenshot

The whole family goes for a walk on Saturday afternoon when the weather is nice.



Affirming Statements

That's wonderful that you are taking that first important step for having a healthy baby.

That's awesome that your family is getting outside together and doing something healthy.

That's fabulous that he is growing just like he should be.

That's great that you're thinking about your family's health

Roll your mouse over the participant to see their observation or comment. Then drag and drop the matching affirming statements to them! Click 'SUBMIT' to check your answers.

SUBMIT





What Motivates People to Change?



ACTIVITY

We are just not a family who eats anything green.

Stage of Change

Pre-contemplation

Contemplation

Preparation

Action

Maintenance



Roll your cursor over each participant to read their challenge. Then drag and drop the corresponding 'stage of change' under each picture. When you're finished, click 'SUBMIT' to check your answers.

SUBMIT

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Activity

Roll your cursor over each participant to read her challenge. Then drag and drop the corresponding 'stage of change' under each picture. When you're finished, click submit to check your answers.

Prev

Next



Beta Version of the Modules

1. <http://www.cinelp.com/wic-listens/beta/modintro/>
2. <http://www.cinelp.com/wic-listens/beta/mod1/>
3. <http://www.cinelp.com/wic-listens/beta/mod2/>
4. <http://www.cinelp.com/wic-listens/beta/mod3/>
5. <http://www.cinelp.com/wic-listens/beta/mod4/>
6. <http://www.cinelp.com/wic-listens/beta/mod5/>
7. <http://www.cinelp.com/wic-listens/beta/mod6/>
8. <http://www.cinelp.com/wic-listens/beta/mod7/>
9. <http://www.cinelp.com/wic-listens/beta/mod8/>
10. <http://www.cinelp.com/wic-listens/beta/mod9/>





How WIC Staff Feel About PCE

“Participant centered counseling has made my job more enjoyable. The client feels comfortable and respected from the very beginning of the visit which leads to a much more productive time for both of us. I love being able to hear what client's already know and what they are interested in.”

~ Local WIC staffer

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Oregon WIC Listens



Local Agencies are Listening!



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Thank you for listening...

What questions do you have?

For more information, visit:

<http://www.oregon.gov/DHS/ph/wic/orwl.shtml>

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