

# Stay Connected: Techniques for Phone and Video Education in WIC

SEPTEMBER 2019

## Partner Practice

Print the following partner activity sheets. Divide staff up into pairs and give them each a corresponding client and staff activity sheet, Client #1 with Staff #1. Ask them to role play a phone session. Ideally, they will be in separate offices and the staff person will be using all the equipment they would typically use for a 'real' client.

After they are done, round 1 is completed, have a group discussion on how it went. Then have the pairs trade activity sheets with a different pair (e.g., client/staff #1 now have client/staff #2 activity sheets) switch roles and role play the next phone session, round 2. Then, facilitate a second group discussion.

## Group 1

### Client #1

You have two children, Jennifer 6, and Eduardo 4.

Eduardo is a pretty good eater but he really likes juice. The last time you came to WIC, one of the things you discussed with the WIC lady was that Eduardo was drinking juice from his cup frequently throughout the day, and getting around 4 cups of juice a day. In discussion, she told you the recommended amount of juice. You were surprised that it was a lot less than how much Eduardo was drinking. She also suggested offering 4 oz. of juice only once a day. Those both seemed like good ideas and you told her you would start to cut back on how much juice he was drinking. Eduardo was also given a referral to see a dentist since he hasn't been to see one yet.

Right away after the visit you started offering Eduardo juice only at his morning snack. He doesn't seem to mind. So, he's drinking a lot less juice now. You have not had time to visit the dentist due to many summer activities.

- Your concerns or questions:
  - Over the summer, Eduardo's eating schedule was erratic, and he also ate more junk food. Now that school has started, how do I get back into healthy habits?
  - How often should Eduardo visit the dentist? And all he has are baby teeth, so does he really need to go anyway?

### Staff #1

Prepare your office for the phone education session by plugging in your headset and removing any distractions such as closing your email or placing a “Do Not Disturb” sign on your door.

For this client, here is what you learned from the chart review:

- Your client’s name is Eduardo.
  - The mother/father’s name is: (Please use your coworker’s real name)
  - There is an older sibling in the family, Jennifer, 6 years old
- Child is four years old
- Risk codes: 425C Routinely using nursing bottles, cups, or pacifiers improperly
- Referrals: Dental referral
- Prior goals: Reducing juice intake and frequency
- Plan for next appointment: Mid-certification in the WIC office

## Group 2

### Client #2

You have been taking care of your niece Sophia since right after she was born. Unfortunately, her mom tested positive for opioids at delivery and Sophia was placed with you. Sophia is now 3 months old and hasn’t shown any signs of exposure since she was about two weeks. She is growing well, eating well and sleeping well. You’ve been into the WIC clinic three times with Sophia already and really appreciate that they said you could do this appointment over the phone. In the past they shared a lot of useful information like how to mix formula correctly and signs that she is hungry or full. The last time you visited WIC, you talked about how Sophia was growing and drinking her formula. Everything was going well. Sophia’s mom has been doing much better and you anticipate Sophia will be back with her in the next month or two, but you have been thinking that from the beginning, so it is hard to say if Sophia will be with you or not.

- Your concerns or questions:
  - You feel like everything is going well with Sophia
  - You do not have any questions.

### Staff #2

Prepare your office for the phone education session by plugging in your headset and removing any distractions such as closing your email or placing a “Do Not Disturb” sign on your door.

For this client, here is what you learned from the chart review:

- Your client’s name is Sophia, 3 months old.
  - The foster parent’s name is: (please your coworker’s real name)

- Infant Fully Formula Fed
- Risk codes:
  - 411F Routinely feeding inappropriately diluted formula
  - 903 Foster Care
  - 701 Infant up to 6 months old of WIC Mother
  - 383 Neonatal Abstinence Syndrome
- Referrals: None
- Note from Certification indicates that caregiver was not mixing formula correctly.
- Plan for next appointment: Nutrition Education Contact in three months

## Group 3

### Client #3

You are the parent of 1 year old Oliver. Oliver has always been a “good eater”. You can’t believe your baby will be two soon! At Oliver’s last WIC appointment, he was measured. You learned that he was growing well, and you were not surprised as he likes to eat lots of different foods. At that appointment, Oliver was still using the bottle and you discussed weaning off it with WIC staff. Even though he is your baby, you knew it was in his best interest to start using a cup, so you slowly helped him make the transition. At first, he was really attached to the bottle until he realized it was for “babies”. Now, Oliver is excited to use his “big boy cup” like his cousin.

- Your concerns or questions:
  - Oliver will be starting daycare soon and you wonder if this might affect his eating habits.

### Staff #3

Prepare your office for the phone education session by plugging in your headset and removing any distractions such as closing your email or placing a “Do Not Disturb” sign on your door.

For this client, here is what you learned from the chart review:

- Your client’s name is Oliver.
  - The mother/father’s name is: (Please use your coworker’s real name)
  - Child, 21 months old
  - Risk Codes:
    - 425C Routinely using nursing bottles, cups, or pacifiers improperly
  - Referrals: None
  - Prior goals: Bottle weaning

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- Plan for next appointment: Recertification in the WIC office

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