

Effective Communication with Families

Communication Techniques

Lifestyle Advice - Well Child or Urgent Visit

- < 1 minute
- Children not currently at risk for overweight

Brief Focused Advice - Well Child Visit

- < 3 minutes
- Children who are overweight or at risk for overweight

Brief Negotiation & Cognitive Behavioral Skills - Follow up Visit or Weight Management Intervention

- 10 + minutes: single or multiple sessions
- Children who are overweight or at risk for overweight

Who Do You Communicate With?

2 - 5 Years Old

- Communicate with Parent
- Child in Room

6 - 12 Years Old

- Communicate with Parent or Both
- The First Encounter Consider Taking Parent to Your Office to Discuss in Private First

Over 12Years Old

- Communicate with Teen or Both
- The First Encounter Consider Having Parent Leave Exam Room First

Brief Negotiation Skills – Particularly Effective for Contemplative/Ambivalent Patients

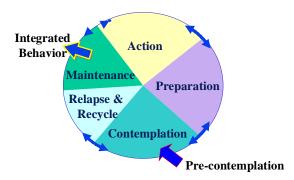
- Asking open ended questions
- Reflective Listening
- Summarizing
- Clinician Style: empathic, accepting, collaborative

Cognitive Behavior Skills – For Patients Ready and Willing to Make Changes

- Develop awareness of eating habits, activity and parenting behavior
- Identification of problem behaviors
- Problem solving and modification of problem behaviors
- Weekly goal setting for children and parents on dietary, activity and self-esteem/parenting goals
- Positive reward systems
- Record keeping
- Weight checks

Adapted from Regional Health Education – Kaiser Permanente Northern California

Stages of Behavior Change



Prochaska & Di Clemente: Transtheoretical Model of Behavior Change

Lifestyle Advice—Every Visit!

To stay healthy and energized try 5210 everyday!

- Eat 5 helpings of fruits or vegetable
- Limit TV, video and computer games to 2 hours or less
- Get up and play hard at least 1 hour
- 0 Drink less sugar and limit juice to one cup

Brief Focused Advice < 3 Minutes

Step # 1: Engage the Patient / Parent

- Can we take a few minutes together to discuss your health and weight?
- How do you feel or what do you think about your health and weight?

Step # 2: Share Information (optional)

- Your weight is increasing faster than your height.
- Your current weight puts you at risk for developing heart disease and diabetes.
- What do you make of this?
- Some ideas for staying healthy include...(see poster)
- What are your ideas for working toward a healthy weight?

Step # 3: Ask Permission / Make a Key Advice Statement

- Do you mind if I tell you what the recommendations are?
 - ► Get up and play hard, 30-60 minutes a day
 - ► Limit TV and video games to 60 minutes or less a day
 - Eat 5 helpings of fruits or vegetables every day
- ► Limit sodas & juice drinks to 1 cup or less a day
- ► Use patient ideas from step # 2

Step # 4: Arrange for Follow up

- Would you be interested in more information on ways to reach a healthier weight? AND / OR
- Let's set up an appointment in __weeks to discuss this further.

Brief Negotiation—10 + Minutes or Multiple Sessions

Open the Encounter

Ask Permission

 Would you be willing to spend a few minutes discussing your health/weight?

Are you interested in discussing ways to stay healthy and energized?

Ask an Open-Ended Question - Listen - Summarize

- What do you think /How do you feel about your health/ weight?
- What have you tried so far to work toward a healthier weight?

Share BMI / Weight / Risk Factors (optional)

- Your current weight puts you at risk for developing heart disease and diabetes.
- Ask for the patient's interpretation: "What do you make of this?"
- Add your own interpretation or advice as needed AFTER eliciting the patient's / parent's response

Negotiate the Agenda

There are a number of ways to achieve a healthy weight. They include (see poster):

Get up and Play Hard

Cut back on TV and Video Games

Eat 5 helpings of fruits & vegetables a day

Cut down on soda and juice—Drink less sugar

Is there one of these you'd like to discuss further today? Or perhaps you have another idea that isn't listed here.

Assess Readiness

Importance/Confidence

On a scale from 0 to 10, how ready are you to consider [option chosen above]

• Straight question: Why a 5?

• Backward question: Why a 5 and not a 3?

• Forward question: What would it take to move you from a 5 to a 7?

0 1 2 3 4 5 6 7 8 9 10

Explore Ambivalence

Step 1: Ask a pair of questions to help the patient explore the pros and cons of the issue

• What are the things you like about____? AND What are the things you don't like about____? OR

What are the advantages of keeping things the same? **AND** What are the advantages of making a change?

Step 2:

• Summarize Ambivalence: Let me see if I understand what you've told me so far..... (begin with reasons for maintaining the status quo, end with reasons for making a change)

Ask: Did I get it all? / Did I get it right?

Tailor the Invention

Stage of Readiness	Key Questions
Not Ready 0 – 3 Raise Awareness Elicit Change Talk Advise and Encourage	 Would you be interested in knowing more about reaching a healthy weight? How can I help? What might need to be different for you to consider a change in the future?
 Unsure 4 – 6 Evaluate Ambivalence Elicit Change Talk Build Readiness 	 Where does that leave you now? What do you see as your next steps? What are you thinking / feeling at this point? Where does fit into your future?
Ready 7 – 10 Strengthen Commitment Elicit Change Talk Facilitate Action Planning	 Why is this important to you now? What are your ideas for making this work? What might get in the way? How might you work around the barriers? How might you reward yourself along the way?

Close the Encounter

- Summarize: Our time is almost up. Let's take a look at what you've worked through today...
- Show Appreciation / Acknowledge willingness to discuss change: Thank you for being willing to discuss your weight.
- Offer advice, emphasize choice, express confidence: I strongly encourage you to be more physically active. The choice to increase your activity, of course, is entirely yours. I am confident that if you decide to be more active you can be successful.
- Confirm next steps and arrange for follow up: Are you able to come back in 1 month so we can continue to work together?

Overweight Sensitivity

"Do no harm"

- Obesity
- Ideal Weight
 - Personal Improvement
- Focus on Weight
- Diets or "Bad Foods"
- Exercise

- Overweight
- Healthier Weight
- Family Improvement
- Focus on Lifestyle
- Healthier Food Choices
- Physical Activity