

Effective Communication with Families

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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 12 Years Old

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

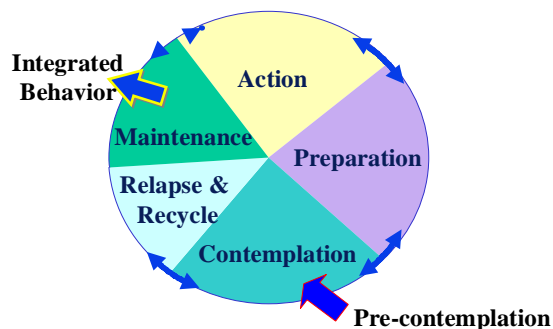
Brief Negotiation Skills – Particularly Effective for Contemplative/Ambivalent Patients

- Asking open ended questions
- Listening
- Summarizing
- Clinician Style: empathetic, 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

Stages of Behavior Change



Prochaska & Di Clemente: *Transtheoretical Model of Behavior Change*

Lifestyle Advice

To stay healthy and energized:

- *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*

Brief Focused Advice

Step # 1: Engage the Patient / Parent

- *Can we take a few minutes together to discuss your health and weight?*
- *What do you feel about your health and weight?*

Step # 2: Share Information (optional)

- *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: Make a Key Advice Statement

- *I strongly encourage you to...*
 - ▶ *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

Overweight Sensitivity

“Do no harm”

- Obesity
- Overweight
- Ideal Weight
- Healthier Weight
- Personal Improvement
- Family Improvement
- Focus on Weight
- Focus on Lifestyle
- Diets or “Bad Foods”
- Healthier Food Choices
- Exercise
- Physical Activity



Open the Encounter

Ask Permission

- *Would you be willing to spend a few minutes discussing your 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 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	Eat 5 helpings of fruits & vegetables a day
Cut back on TV and Video Games	Cut down on soda and juice
- *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

- *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
<p style="text-align: center;">Not Ready 0 – 3</p> <ul style="list-style-type: none"> • Raise Awareness • Elicit Change Talk • Advise and Encourage 	<ul style="list-style-type: none"> • <i>Would you be interested in knowing more about reaching a healthy weight?</i> • <i>How can I help?</i> • <i>What might need to be different for you to consider a change in the future?</i>
<p style="text-align: center;">Unsure 4 – 6</p> <ul style="list-style-type: none"> • Evaluate Ambivalence • Elicit Change Talk • Build Readiness 	<ul style="list-style-type: none"> • <i>Where does that leave you now?</i> • <i>What do you see as your next steps?</i> • <i>What are you thinking / feeling at this point?</i> • <i>Where does _____ fit into your future?</i>
<p style="text-align: center;">Ready 7 – 10</p> <ul style="list-style-type: none"> • Strengthen Commitment • Elicit Change Talk • Facilitate Action Planning 	<ul style="list-style-type: none"> • <i>Why is this important to you now?</i> • <i>What are your ideas for making this work?</i> • <i>What might get in the way? How might you work around the barriers?</i> • <i>How might you reward yourself along the way?</i>

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?*