

Assessing VENA

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Required Materials

- 1) VENA Self Audit Counseling Checklist
- 2) VENA Counseling Framework Desk Reference Handout
- 3) VENA Family Documentation Tool Desk Reference Handout
- 4) Tips for VENA Counselors and Trainers

Objectives

- By the end of this training, staff will be able to:
 - Describe 4 tools available to help staff assess their VENA skills
 - State the date that VENA will become part of the monitoring and review process

Informal Poll: Is your local agency currently self-monitoring or self-auditing VENA?

1. Yes
 2. No
 3. I'm not sure
- 

Pretest Question #1: When was VENA first implemented by Texas WIC?

1. October 1, 2010
2. October 31, 2005
3. October 1, 2007
4. October 31, 2008
5. October 1, 2000

Pretest Question #2: When will VENA become part of the monitoring & review process (or has it already begun)?

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Pretest Question #3: What is the purpose of the VENA Family Documentation Tool?

1. To document a “detailed description” of the counseling session.
2. To document a “snap shot” of the counseling session.
3. To document “every word” the parent/guardian spoke.

Pretest Question #4: Who shall select the topic for the counseling session?

1. Certifying Authority (CA)
2. WIC Certification Specialist (WCS)
3. Parent/Guardian/Participant
4. Whoever wins the coin toss

Pretest Question #5: When a client cannot come up with a goal, the CA/WCS shall set the goal?

1. True
2. False

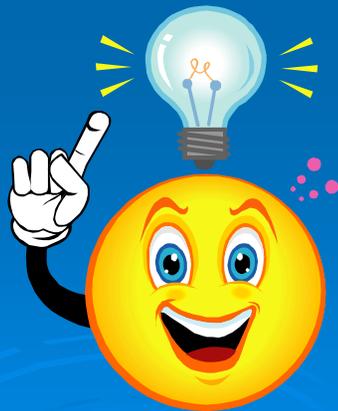
Preparing your LA for VENA Monitoring



VENA Monitoring

- VENA first implemented by Texas WIC on Oct 1, 2007
- Prior to Jan 1, 2010 monitors simply observe counseling sessions for training purposes.
- Official monitoring of VENA will begin January 1, 2010
- Memo (#09-096):
 - Offers 4 aids to support the training & assessment of VENA
 - Lists VENA-related IDL classes currently offered & additional resources

How Can I Prepare Myself (Or My LA) For VENA Monitoring?



Questions To Focus Your Readiness During Self-Audits:

- Did the CA/WCS attempt to establish rapport with the client?
- Did the CA/WCS attempt to identify and explore parent/client concerns using any of the following, but not limited to:
 - following up on previous goal
 - open-ended questions
 - agenda setting tools
 - active listening

Questions To Focus Your Readiness During Self-Audits:

- Did the CA/WCS attempt to summarize the key points of the conversation?
- Did the CA/WCS assist the parent/client in setting a goal, if appropriate?
- Did the CA/WCS provide and document referrals as needed?
- Did the CA/WCS attempt to conclude the session on a positive note?

Questions To Focus Your Readiness During Self-Audits:

- Was the nutrition information accurate and tailored to parent/client concerns?
- Did the CA/WCS complete all sections of the VENA Family Documentation Tool?
- Was one tool used per family?

Resources Available

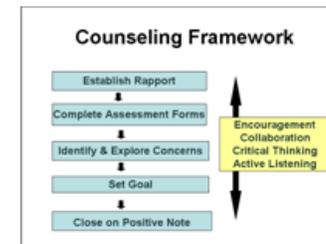


Counseling Framework

- A desk reference highlighting a five-step framework to provide guidance for structuring VENA counseling sessions.
- 1 page (2-sided)

VENA Counseling Framework

The VENA Counseling Framework provides guidance for structuring your VENA counseling sessions. Try following the five steps in blue, and remember to keep in mind the important points in yellow throughout the session.



Keep these in mind throughout the entire counseling session:

Encouragement

Praise clients for healthy behaviors they are already doing. Encouragement and support boosts confidence to try healthy changes.

Collaboration

Engage clients in identifying concerns, barriers, and strategies for improvement. It is a good sign if clients are talking at least 50 percent of the time.

Critical Thinking

Keep your thinking caps on in order to connect client information with your WIC nutrition knowledge. Analyzing and prioritizing information is essential in order to provide relevant and helpful guidance.

Active Listening

Listen carefully to clients for not only words, but also feelings behind words. Repeat, paraphrase, or reflect back what you hear in order to check for understanding and keep the conversation going.

VENA Family Documentation Tool Desk Reference

- A desk reference on how to properly complete the VENA Family Documentation Tool.

- 1 page

 **Tips for Completing the
VENA Family Documentation Tool**

Parent/Guardian: _____ FID/PAN#: _____

Date: _____ Staff Initials: _____

Parent's Primary Concern (Initials):

- Summarize what was stated by the parent

Staff's Primary Concern:

- State concern(s) regarding ABCDEF of assessment
(Anthropometrics, Biochemical, Clinical, Dietary, Environmental, Family)

Topics Discussed & Referrals:

- Summarize the discussion, including tips and suggestions to address parent's concern
- Document referrals made

Family Goals:

- State the client's goal; aim for a "SMART" goal
(Specific, Measurable, Attainable, Realistic, Timely)

Confidence Scale (optional): Difficult - 1 2 3 4 5 - Easy
How easy will it be for the client to achieve the goal?

Progress:

- Ask client at next appointment how they did with their goal & document here

Date: _____

Consider these questions to evaluate your documentation:

- Are any sections blank?
- Is the handwriting legible?
- Was the parent's concern addressed?
- Do the sections flow together?
- Does it provide a clear "snapshot" of the session?
- Is the goal a "SMART" goal (if one was achieved)?
- Was progress on goal documented at the next visit?

VENA Self Audit Counseling Checklist

- A training or self-audit tool to identify counselor's strengths and areas for improvement.

- 1 page

VENA Self Audit Counseling Checklist						
Skills Checklist						
Rate counselor on a scale of 1 to 5 on how well each skill was performed.						
1 = Needs significant practice. 5 = Excellent, keep up the great work!						
	1	2	3	4	5	Comments
Establishing Rapport						
Attempted to establish rapport with the client (including but not limited to introducing self, smiling, making eye contact versus focusing on paperwork)						
Completing Assessment Forms						
Reviewed client's past history, clarifying responses as needed						
Offered to share findings (HAWt/Hgb/Hct) in a non-judgmental manner						
Identifying and Exploring Concerns						
Attempted to open conversation using any of the following (but not limited to):						
- following up on previous goal, if applicable						
- open-ended questions						
- agenda setting tools						
Attempted to explore parent/client's concerns using active listening and open-ended questions						
Provided nutrition information that is accurate, tailored to client concern, and not overwhelming						
Setting Goal						
Attempted to summarize the key points of the conversation						
Helped client set goal if client is receptive (counselor did not create goal for client or insist that a goal is required)						
Documented goal(s) on the VENA family documentation tool for follow up						
Closing on Positive Note						
Attempted to conclude on positive note by for example (but not limited to):						
- expressing appreciation for client's time						
- showing enthusiasm about following up next time						
Documentation						
Completed all sections of the VENA Family Documentation Tool (it is okay to write "no concerns or "not interested in setting goal at this time")						
Provided and documented appropriate referrals as needed						
Provided "snap shot" of the session with enough info to follow up at next visit						
Additional Comments						

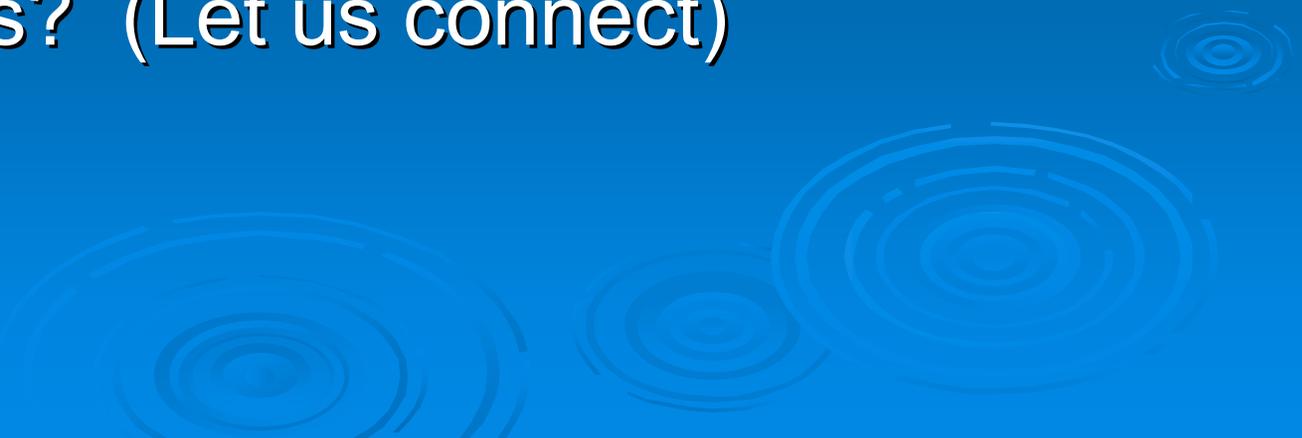
Best Practices



IDL Trainings

- **VENA Counseling Scenarios**
- **Tips for Completing the VENA Family Documentation Tool**
- **VENA Goal Setting: Setting Clients Up for Success**
- **Tools for Building Rapport and Personalizing a Counseling Session**
- VENA Tools of the Trade
- Motivational Interviewing
- Reflective Listening
- The 400 Risk Codes
- What is VENA?

Things You Can Do Within Your LA

- VENA IDL trainings
 - Refresher trainings
 - Use VENA aids as training guides
 - Shadowing
 - Role play/skit
 - Other ideas? (Let us connect)
- 

Tips for VENA Counselors and Trainers

➤ 2-sided handout

VENA Tips for Counselors and Trainers

TIPS FOR COUNSELORS: Utilizing VENA tools and trainings

1. Review available **desk references** (VENA Counseling Framework Desk Reference Handout AND VENA Family Documentation Tool Desk Reference Handout). Discuss these with your supervisor if you have questions. Keep these handy at your counseling station for a quick training refresher.
2. Review the **VENA Self Audit Counseling Checklist**. Using the checklist, identify counseling skills that you think you do very well and areas that you could improve.
3. With your supervisor and/or NE coordinator, identify **IDL trainings** relating to VENA that you would like to see and prioritize them. **Trainings in bold are recommended for all counselors**. See online IDL schedule and memos for exact times of trainings. Examples of IDL training options include:
 - **VENA Counseling Scenarios**
 - **Tips for Completing the VENA Family Documentation Tool**
 - **VENA Goal Setting: Setting Clients Up For Success**
 - **Tools for Building Rapport and Personalizing a Counseling Session**
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 - The 400 Risk Codes
 - What is VENA?
4. Print a few copies of the **VENA Self Audit Counseling Checklist**. Use this checklist to periodically do **self evaluations** after your own counseling sessions. After a session, fill out the checklist as honestly as you can. Use this as a learning opportunity to identify at least one strength you have as a counselor and one area for improvement. Challenge yourself to improve, repeat this process periodically, and seek support from other counselors, supervisors, and your NE coordinator.
5. Periodically **reflect on your counseling sessions**. What barriers do you encounter that get in the way of having meaningful conversations with clients? What could you do to improve? Try to keep a positive attitude and focus on things that are within your control.

- **Front side:** Tips for counselors on how to use the VENA training tools provided (for counselors unable to attend today)
- **Back side:** Additional tips for trainers to help staff support each other to improve VENA skills

Review of Objectives

- By the end of this training, staff will be able to:
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Post-test Question #1: When was VENA first implemented by Texas WIC?

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1. True
2. False

Questions



Thank you!!

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