



PUBLIC HEALTH

**ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON**

WIC Connector's Training

November 2011

wic connects
one-to-one

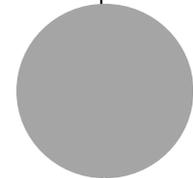
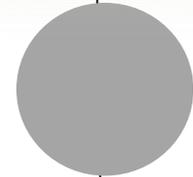


Section 1

Welcome & Agenda



- Housekeeping
 - Lunch and breaks
 - Notebook and materials
 - Other
- Establish ground rules
- Parking lot
- Icebreaker Activity
 - Divide into groups of four
 - Share name, clinic, role and one thing that is unique about you





Why are you here?





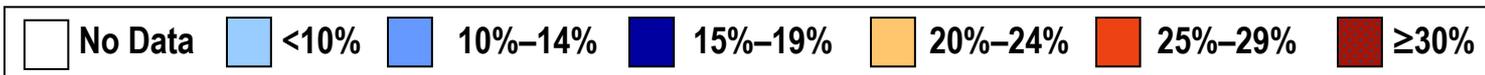
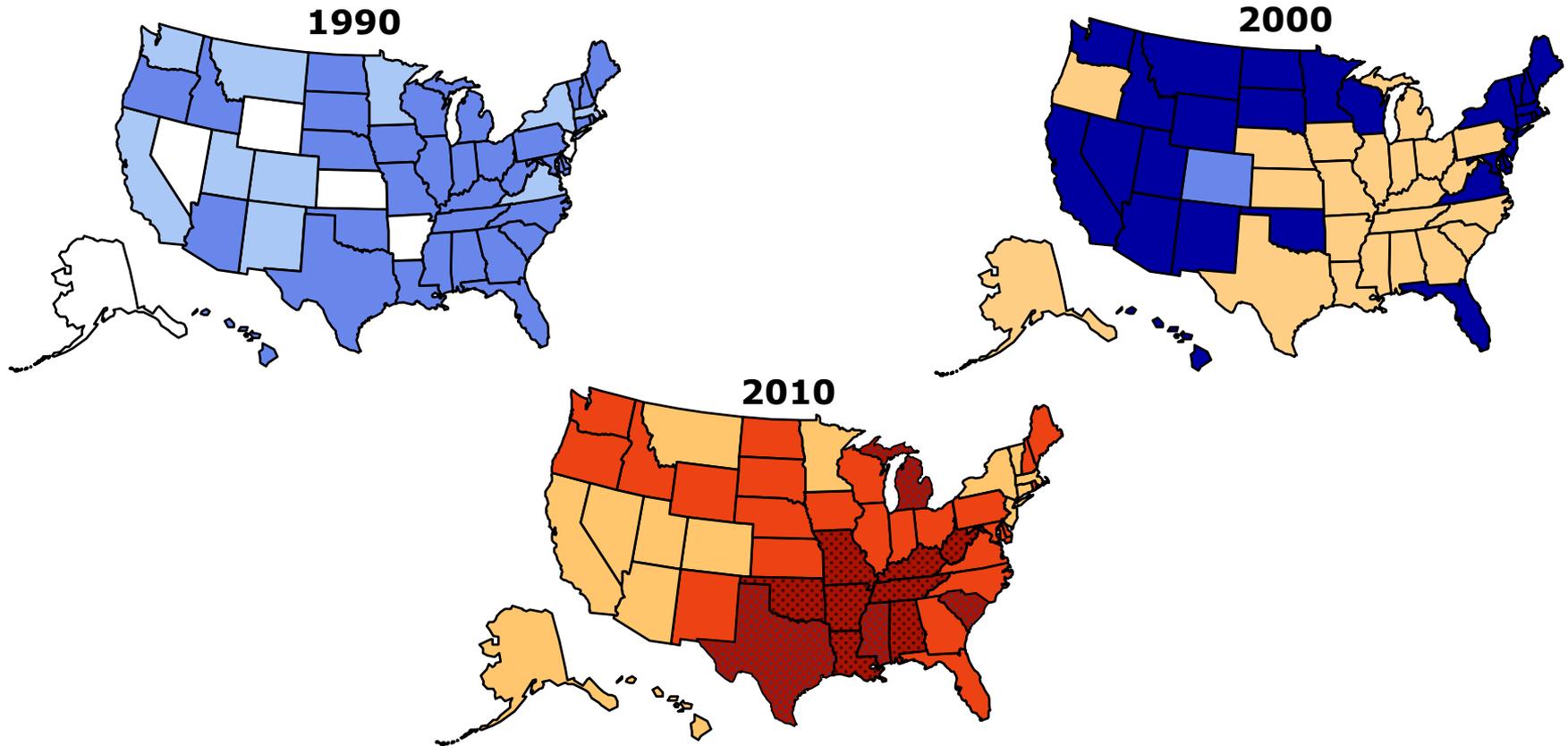
WIC Connects is about taking this moment and evolving – because this is our moment to change.



Obesity Trends* Among U.S. Adults

BRFSS, 1990, 2000, 2010

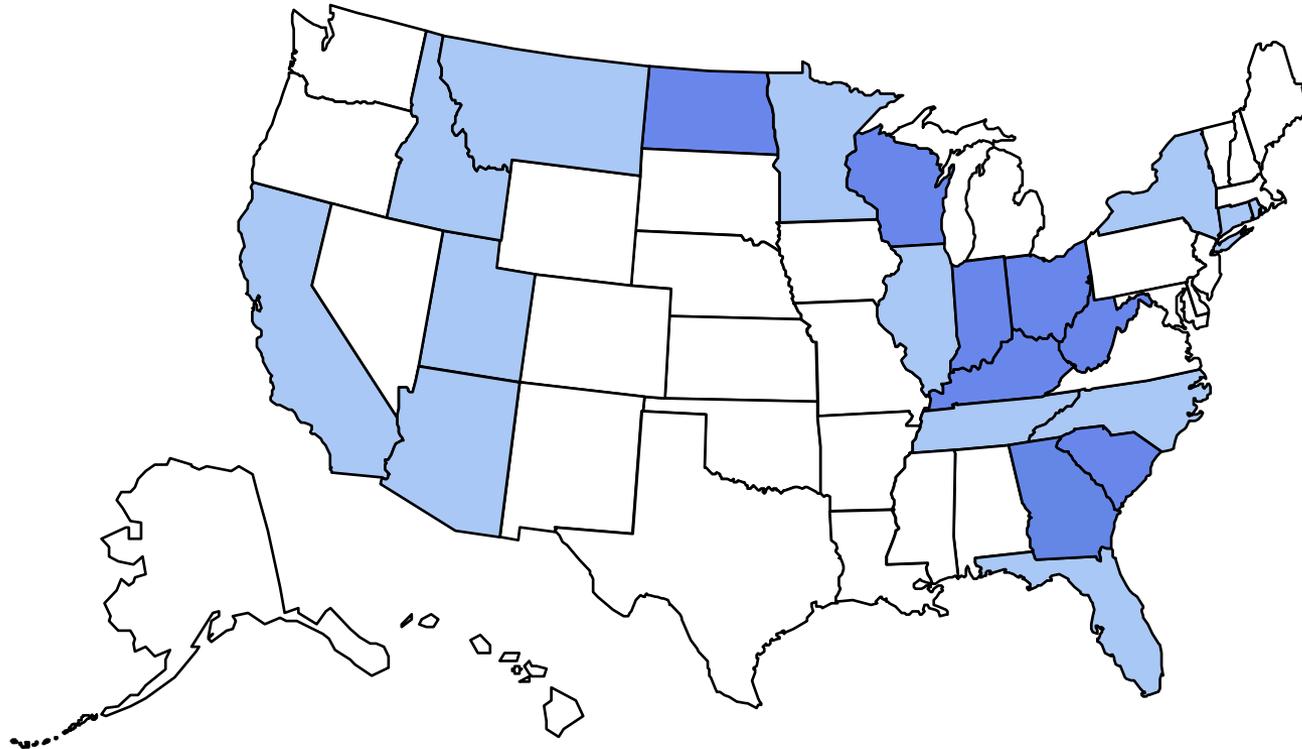
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Obesity Trends* Among U.S. Adults

BRFSS, 1985

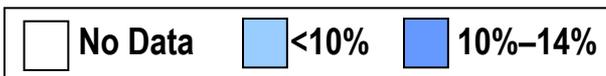
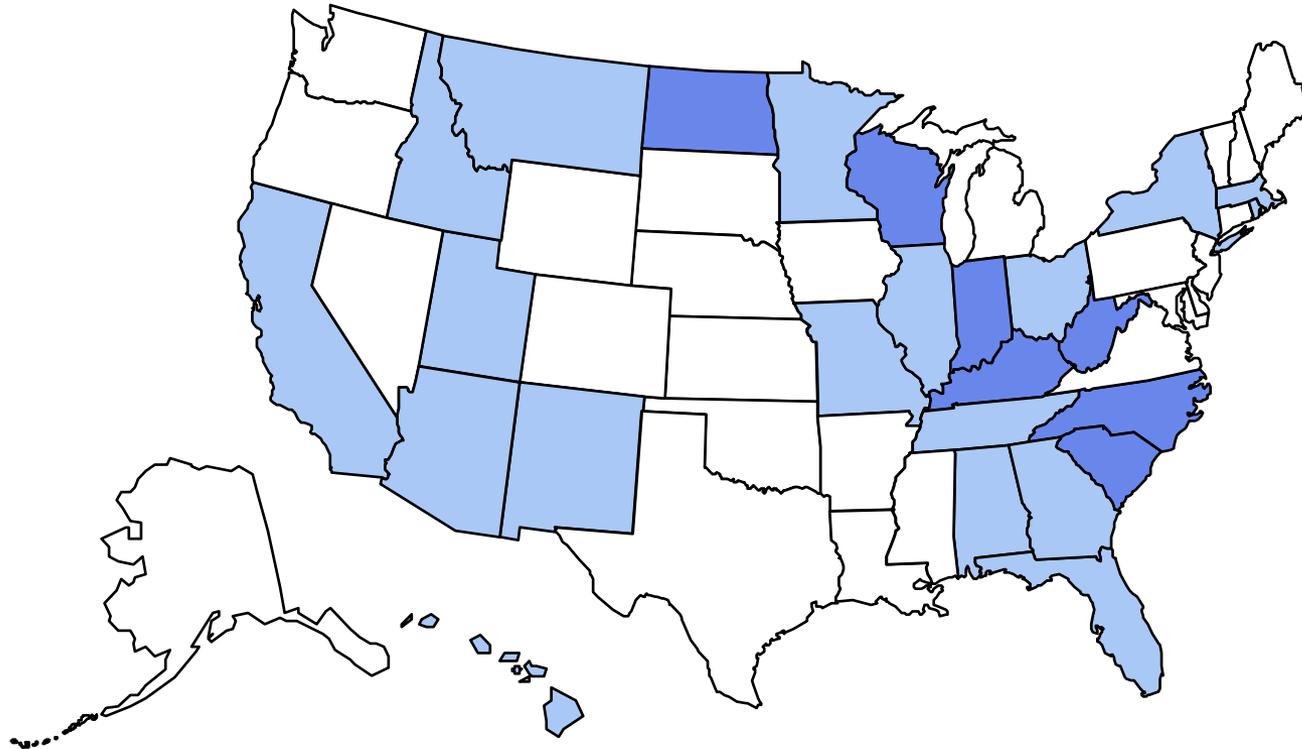
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Obesity Trends* Among U.S. Adults

BRFSS, 1986

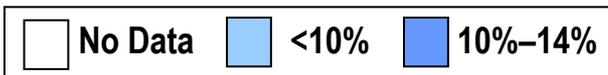
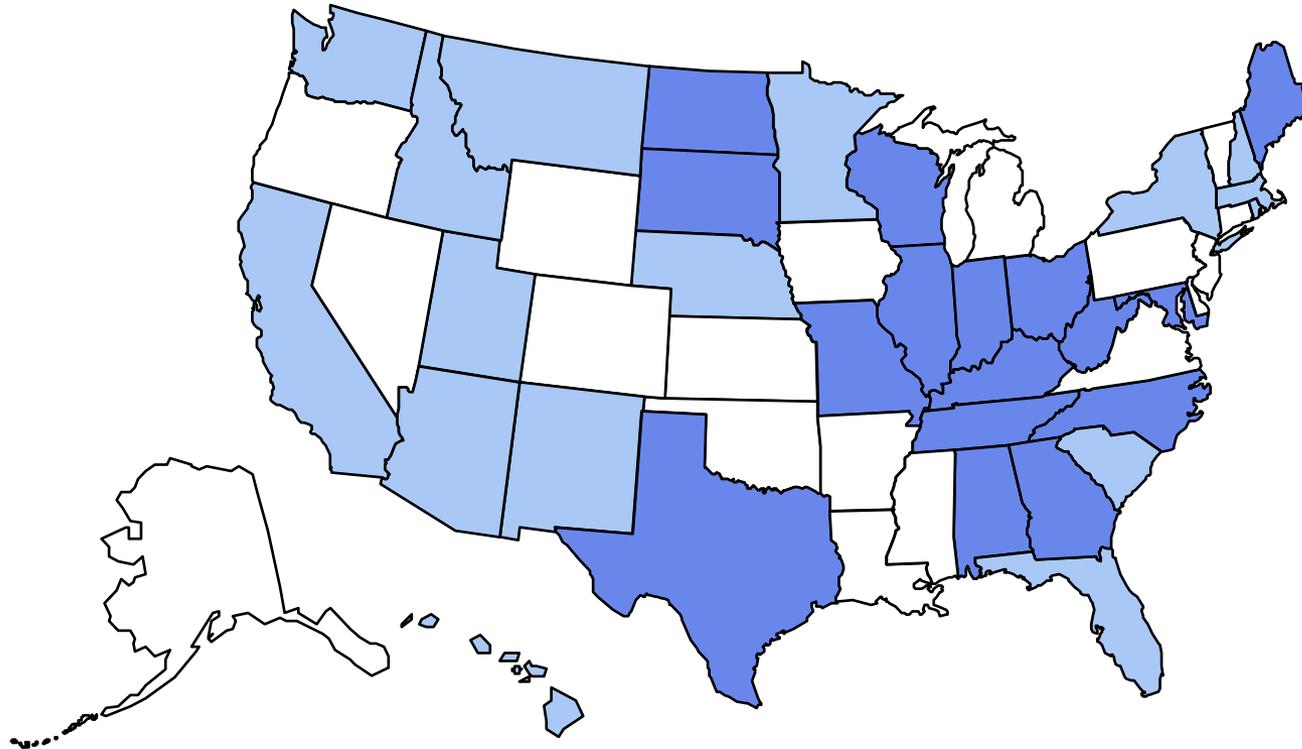
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Obesity Trends* Among U.S. Adults

BRFSS, 1987

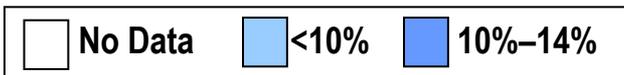
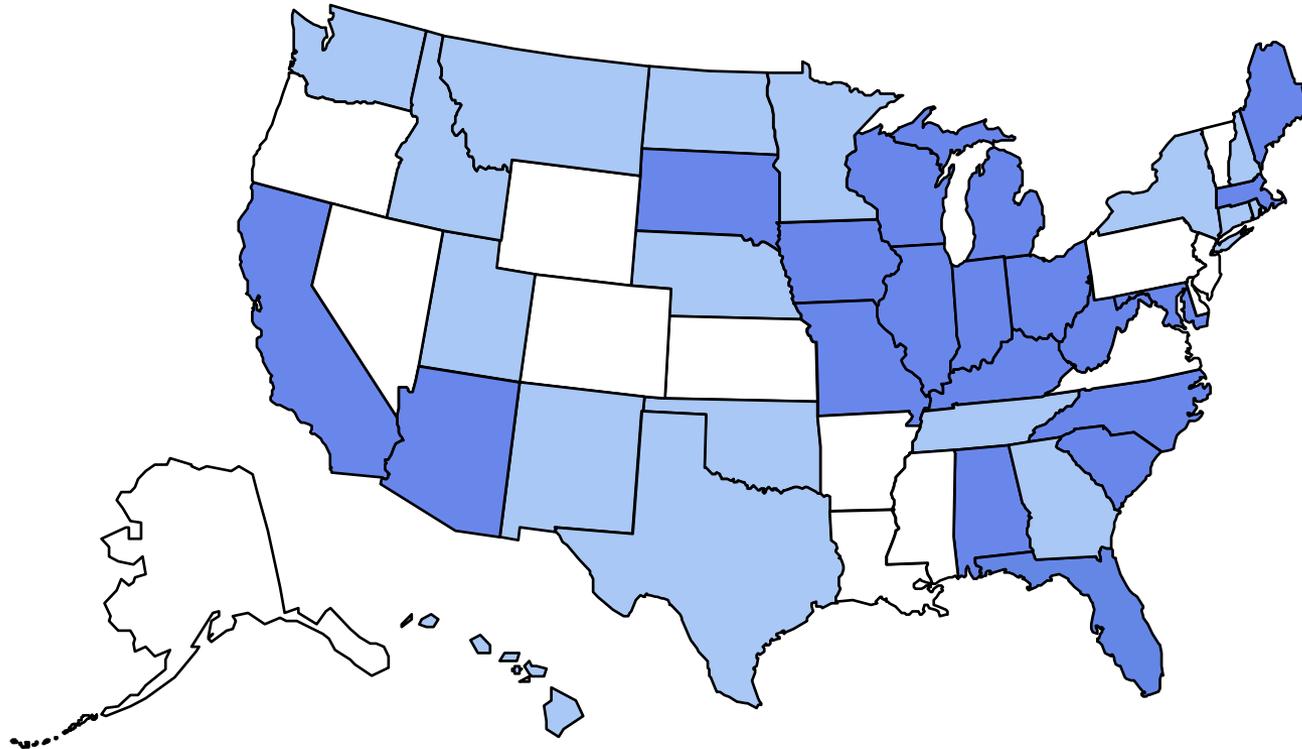
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Obesity Trends* Among U.S. Adults

BRFSS, 1988

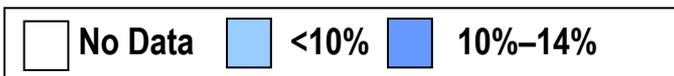
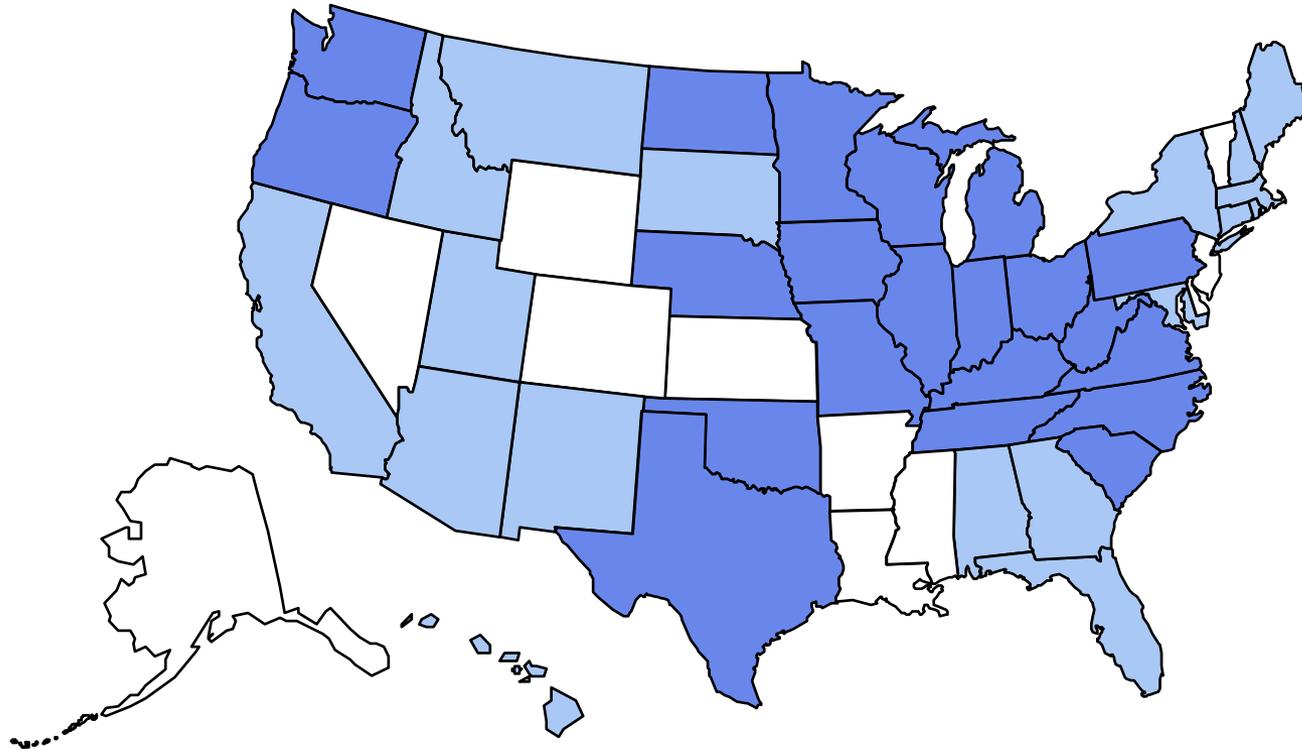
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BRFSS, 1989

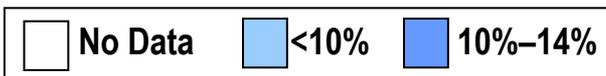
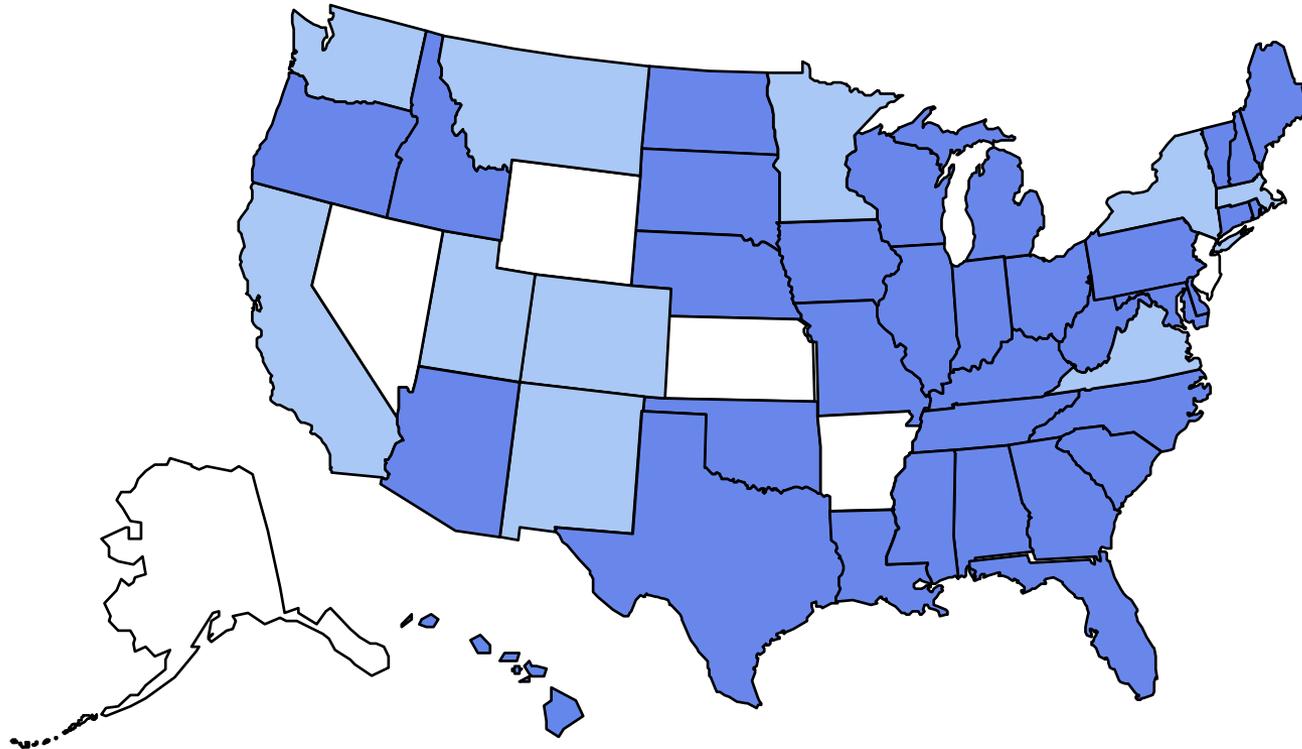
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BRFSS, 1990

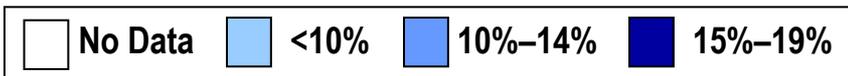
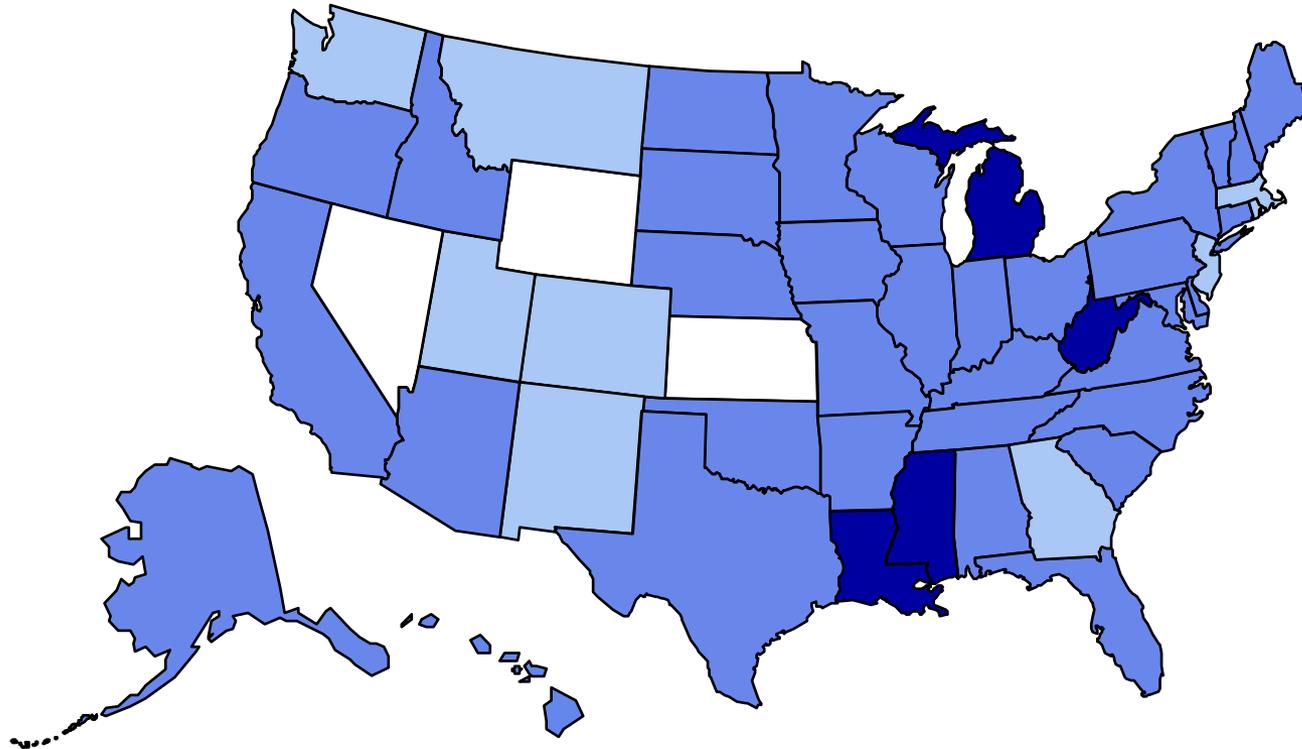
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Obesity Trends* Among U.S. Adults

BRFSS, 1991

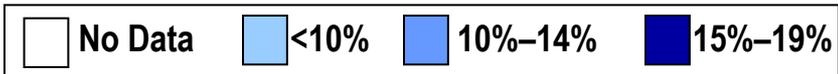
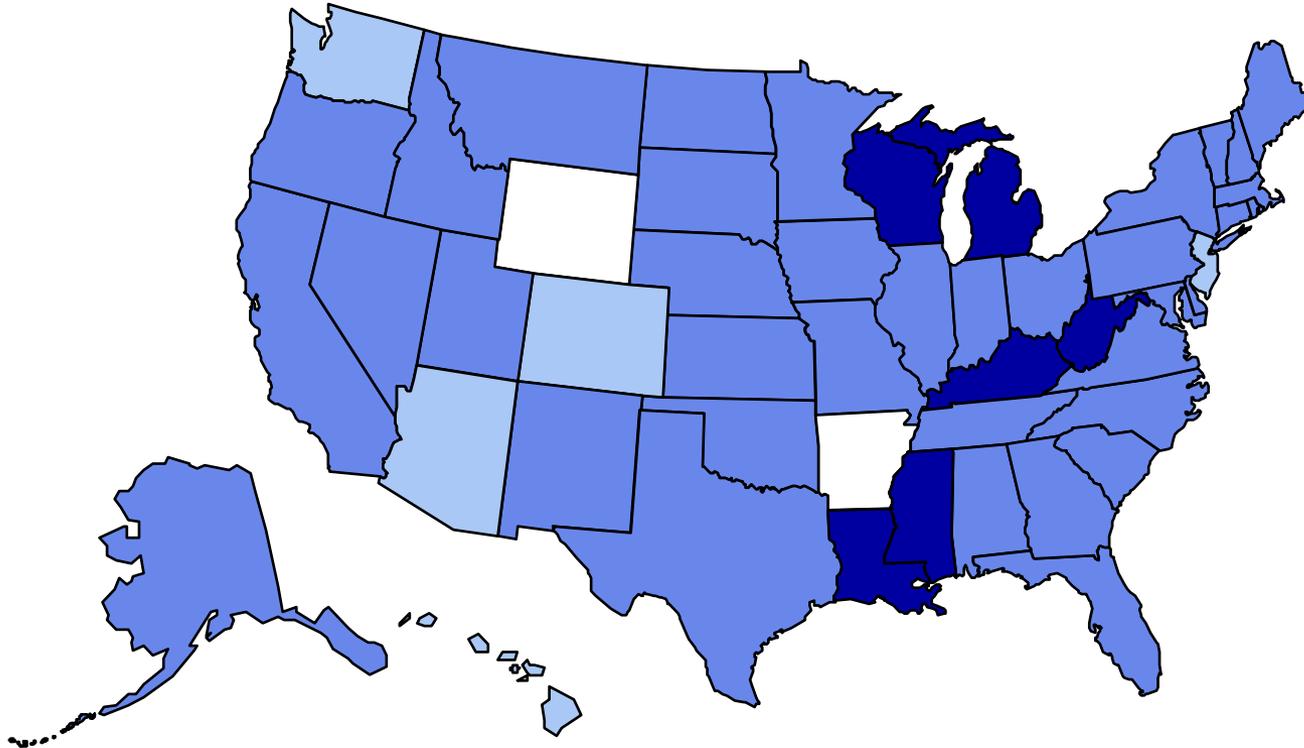
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Obesity Trends* Among U.S. Adults

BRFSS, 1992

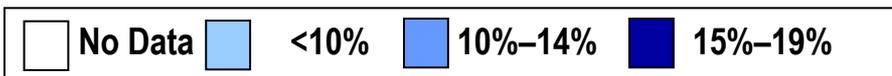
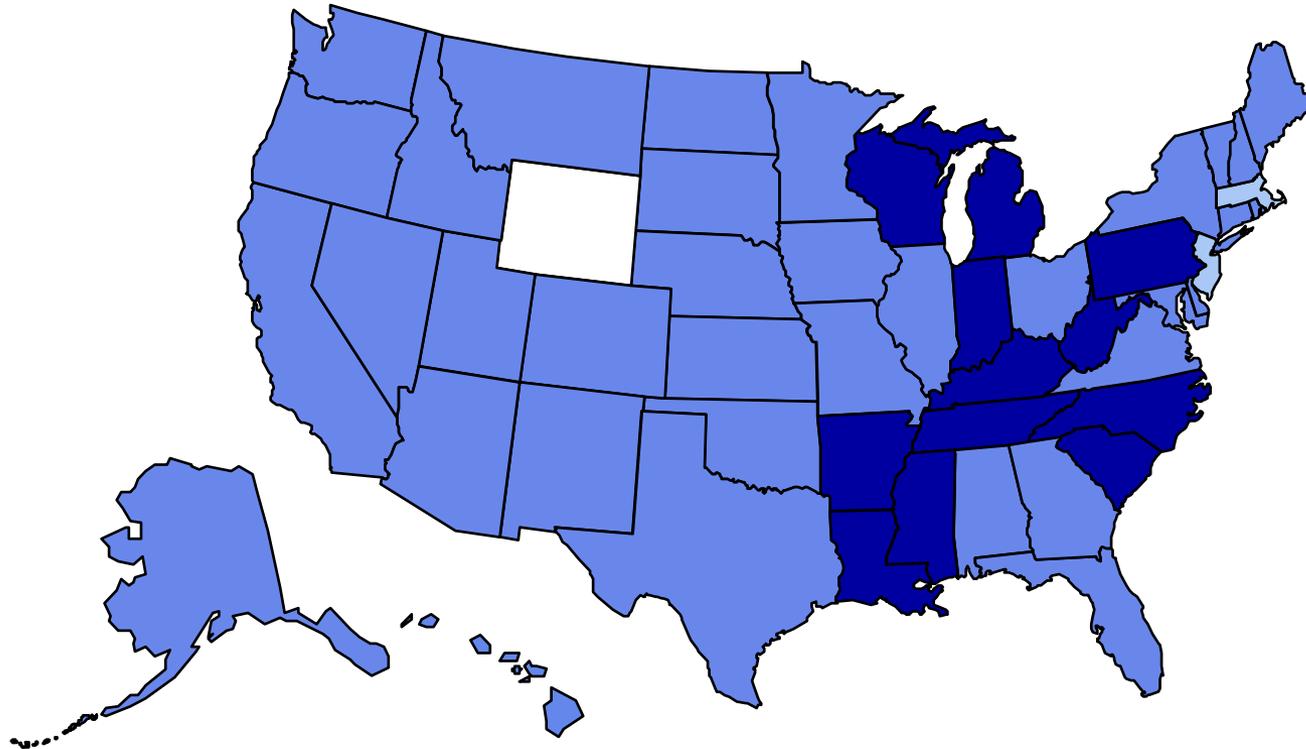
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Obesity Trends* Among U.S. Adults

BRFSS, 1993

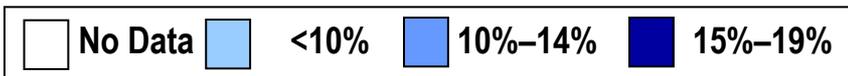
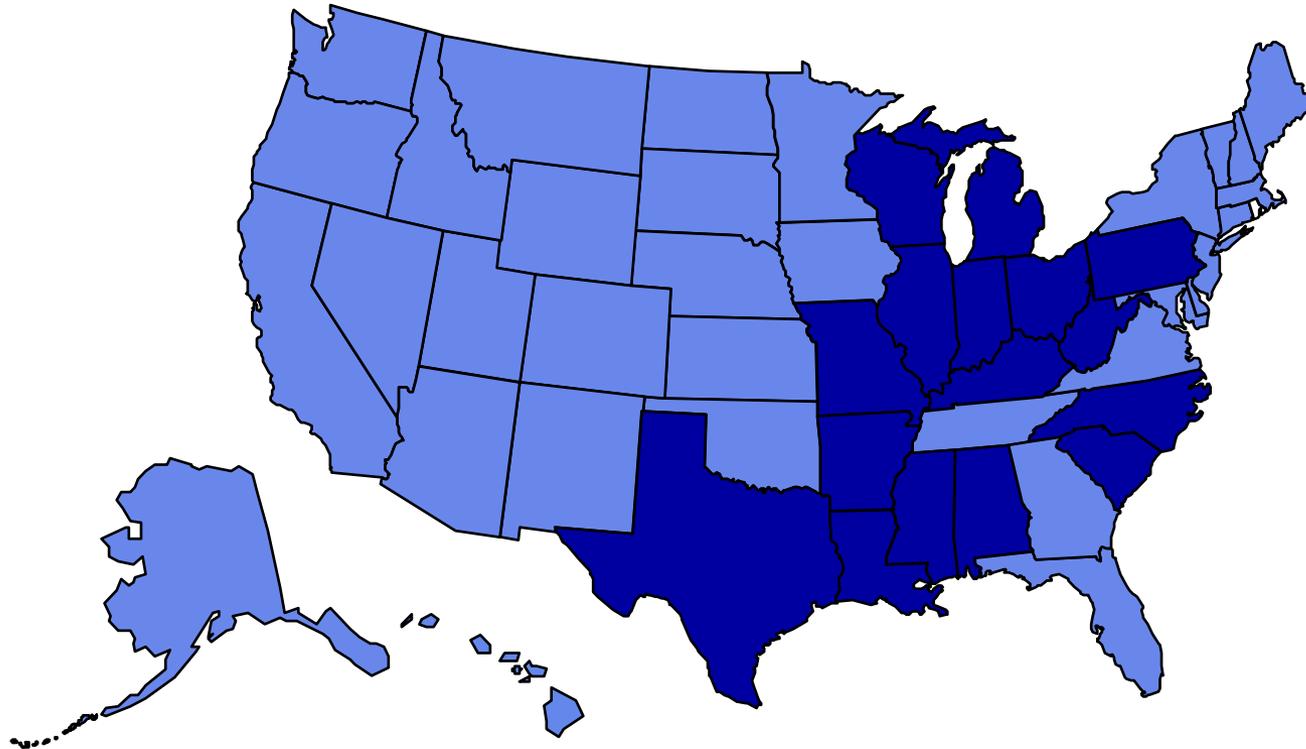
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Obesity Trends* Among U.S. Adults

BRFSS, 1994

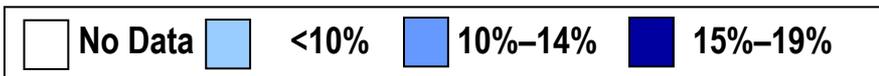
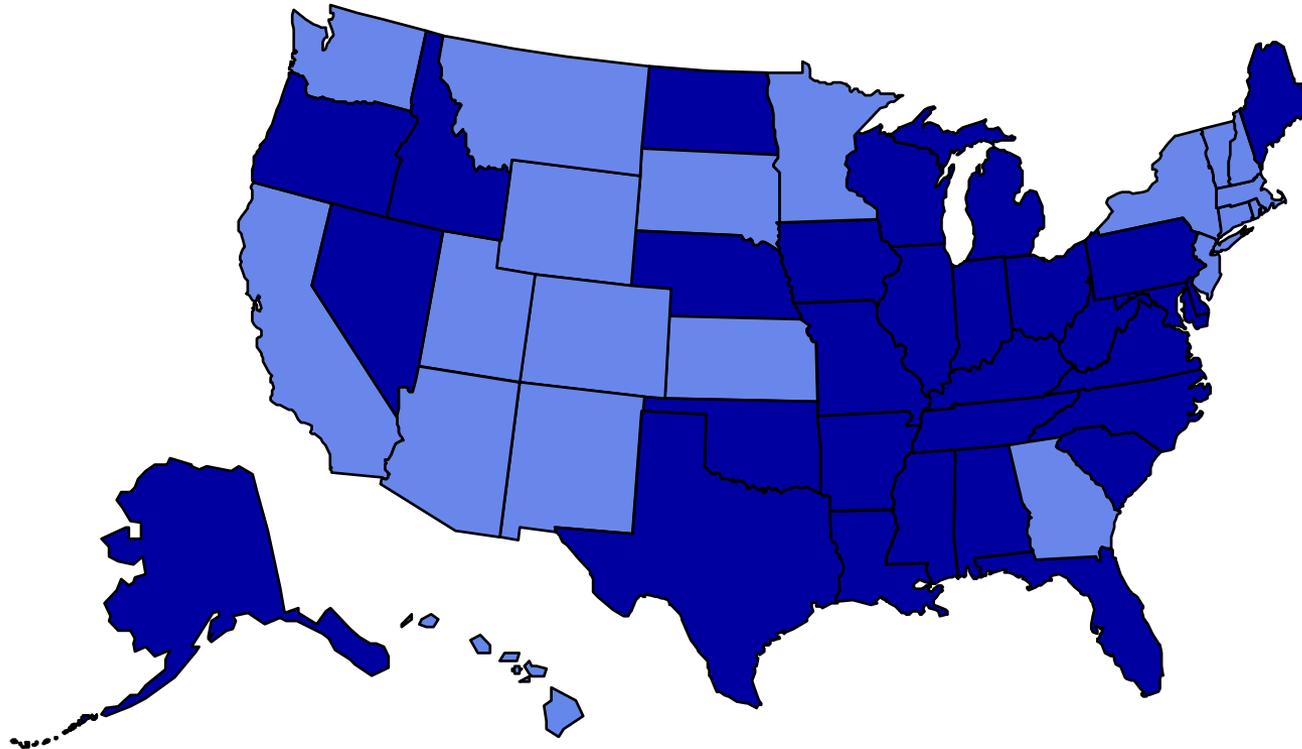
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Obesity Trends* Among U.S. Adults

BRFSS, 1996

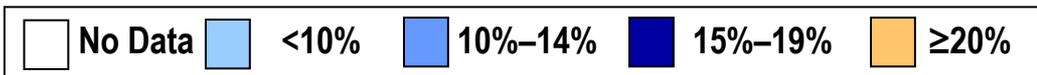
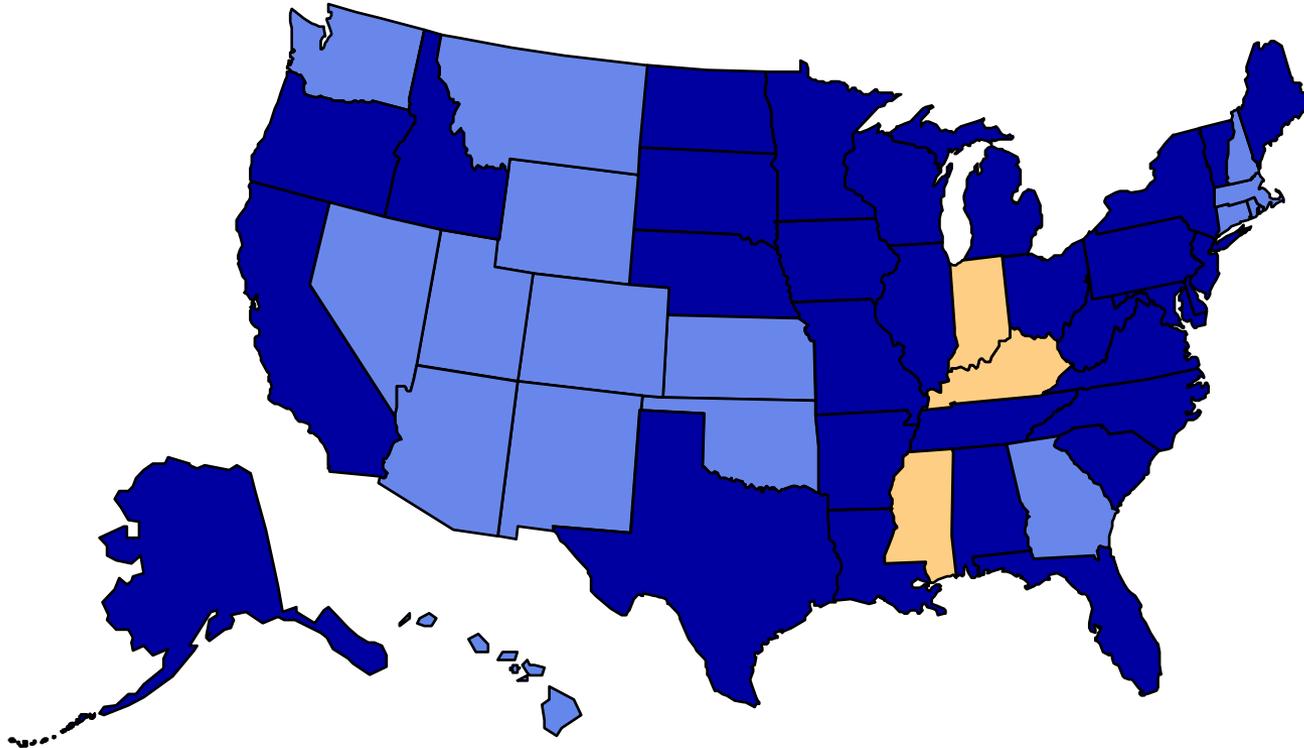
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Obesity Trends* Among U.S. Adults

BRFSS, 1997

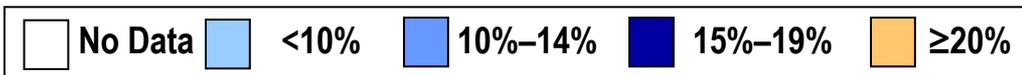
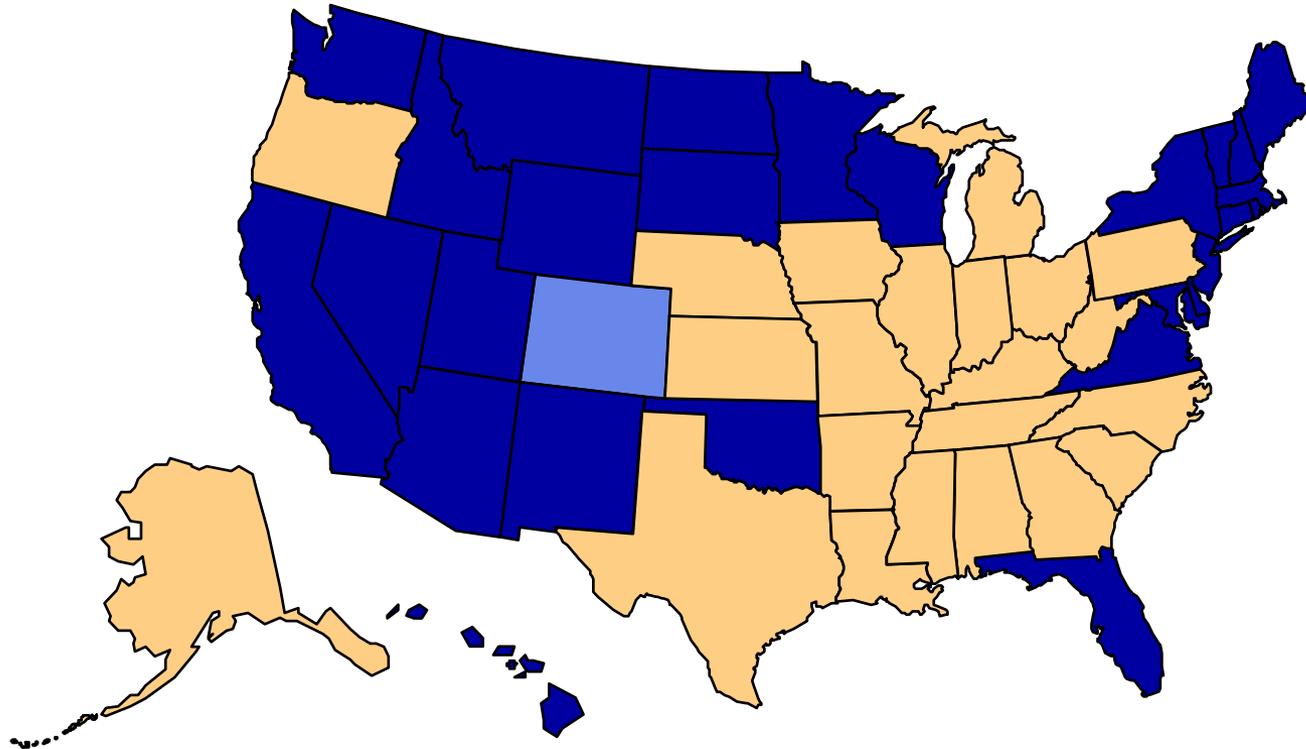
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Obesity Trends* Among U.S. Adults

BRFSS, 2000

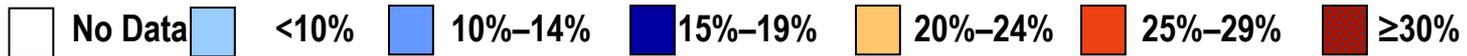
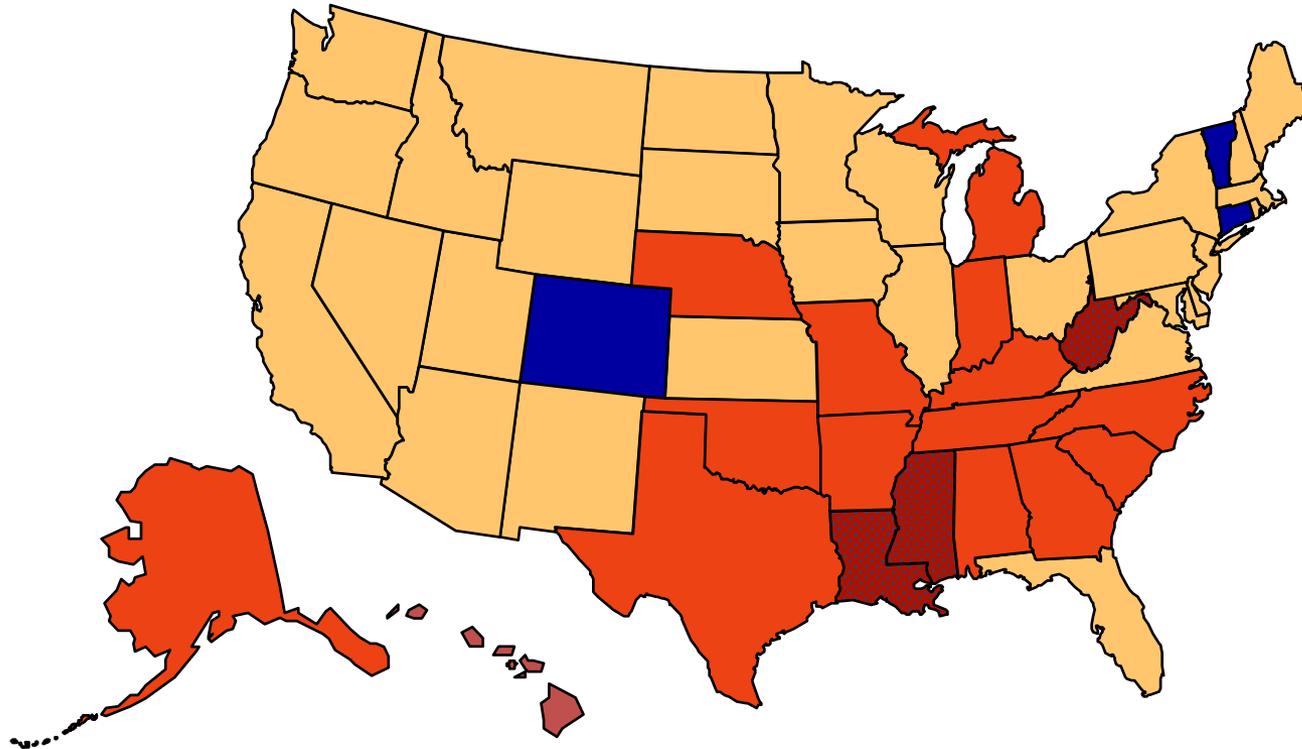
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Obesity Trends* Among U.S. Adults

BRFSS, 2005

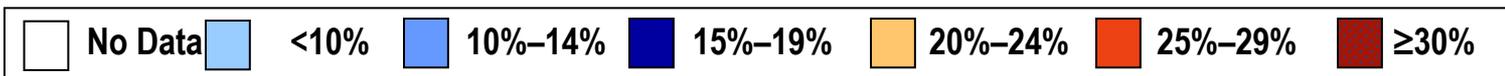
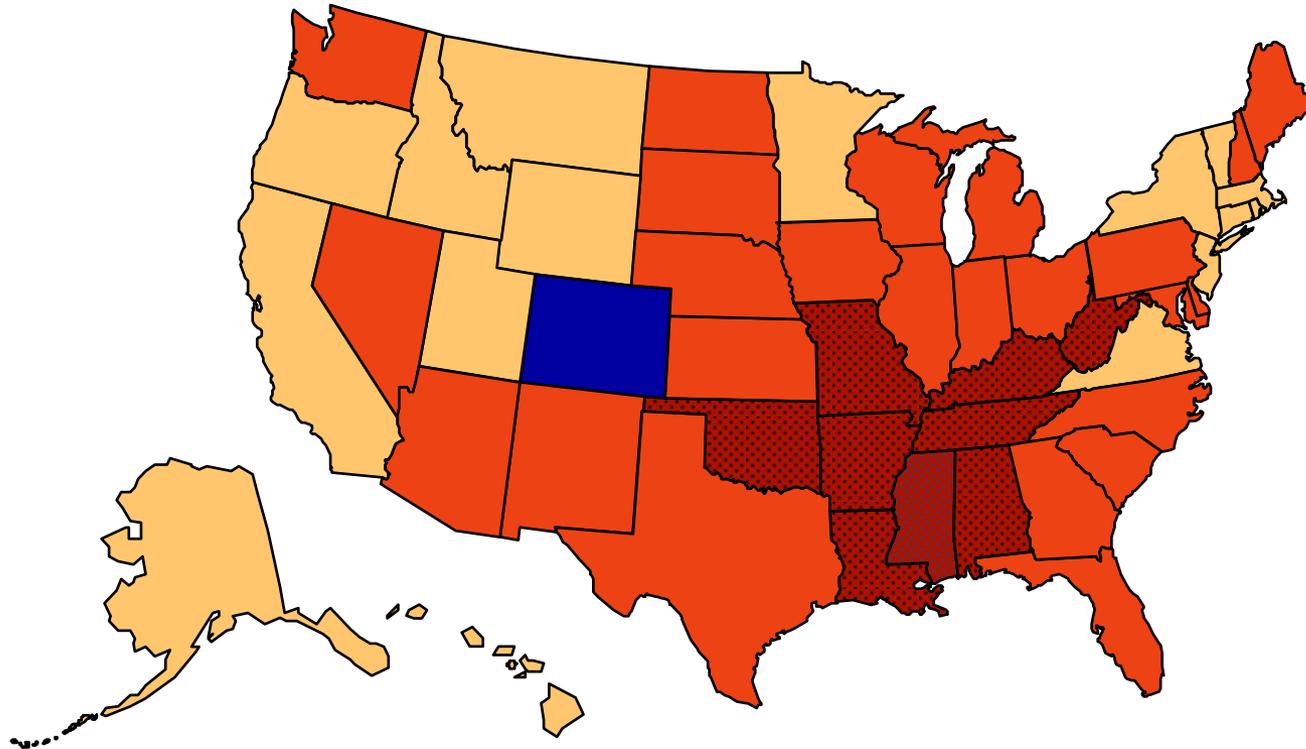
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Obesity Trends* Among U.S. Adults

BRFSS, 2009

(*BMI ≥ 30 , or ~ 30 lbs. overweight for 5' 4" person)





wic connects
one-to-one



Diabetes cases continue to increase in the U.S.

BY RONALD GRAF
Good Samaritan Hospital

The number of Americans who are diagnosed with diabetes continues to increase. In the United States, the disease has become an epidemic with nearly 26 million children and adults afflicted. And recent estimates project that as many as one in three American adults will have diabetes in 2050 unless we can figure out how to slow the growth.

Much of the tremendous growth can be attributed to poor diet and lack of exercise. About 34 percent of the U.S. adult population is obese, and more than one-third are expected to develop diabetes over their lifetime, according to the American Diabetes Association.

Dr. Ronald Graf, an endo-

crinologist with MultiCare Health System, works with diabetic patients daily. Here, he answers some questions about the disease.

WHAT ARE THE DIFFERENT TYPES OF DIABETES?

▶ Type 1 diabetes occurs when the pancreas cannot make insulin. Without insulin, sugar piles up in your blood vessels. People with type 1 diabetes must take insulin to help get the sugar into the cells. This type cannot be prevented. This has historically been called juvenile diabetes.

▶ Type 2 diabetes occurs when the pancreas does not make enough insulin, the insulin does not work properly, or both. Being overweight makes type 2 diabetes more likely to occur. It can happen

in a person of any age, and the occurrence in children is increasing.

▶ Gestational diabetes is a form of glucose intolerance that is diagnosed during pregnancy. It requires treatment to bring maternal blood glucose to normal levels and avoid complications in the infant.

▶ Other types of diabetes result from specific genetic conditions (such as maturity-onset diabetes of youth), surgery, medications, infections, pancreatic disease and other illnesses.

DO YOU SEE A LOT OF PATIENTS COMING TO YOU FOR HELP WITH DIABETES?

The vast majority of the patients we see in our practice have diabetes. About 75 to 80 percent have type 1 or type 2 diabetes.

DO YOU SEE MORE CASES NOW THAN A DECADE AGO?

The incidence of diabetes is growing tremendously. There's already an enormous number of patients in the United States. It's probably increasing by another million patients a year.

HOW DO YOU KNOW IF YOU HAVE DIABETES?

Maybe one-third of the people with diabetes are undiagnosed. When symptoms occur, they include frequency of urination, excessive thirst, weight loss, recurrent bladder or yeast infections and blurry vision. These are typical signs.

WHAT DO YOU DO IF YOU THINK YOU MIGHT HAVE DIABETES?

See your doctor. In folks who have type 1 diabetes, the

condition tends to occur quite abruptly. In those cases, it's important to be seen by your health care provider as soon as possible.

In folks who have type 2 diabetes, they may have no symptoms for many years — maybe 10 to 15 years before diagnosis. Your health care provider should be monitoring your blood sugar, especially if you have risk factors.

CAN WE SAY DEFINITELY THAT DIET PLAYS A ROLE IN DIABETES?

Diet is responsible for what the pancreas has to react to. If you overtax that poor little pancreas, especially if there's a genetic predisposition for the pancreas to fail, then the result is an increase in the frequency of diabetes.

Also, diabetes, especially type 2, has a strong family

connection.

HOW DO THE TWO TYPES OF DIABETES BREAK DOWN IN TERMS OF PERCENTAGES?

Type 2 is about 80 percent of patients. Type 1 is 10 or 15 percent.

HOW DO YOU GET MORE INFORMATION ABOUT DIABETES?

Patient should rely on their doctor as their primary source of education.

They also should get referral to a diabetes educator. And the American Diabetes Association has an excellent website, www.diabetes.org, which can answer lots of questions.

Dr. Ronald Graf is an endocrinologist with MultiCare Health System.







WIC Connects is about behavior change.

It is about connecting with clients in a different way.





It starts with a new vision.

A vision that is created when a group of caring, passionate people connect in new ways and try new things.





Your role is key!





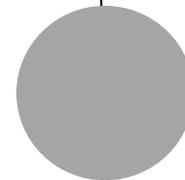
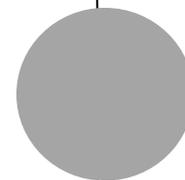
Section 2

A Visioning Activity

WIC Connects one-to-one



Share your vision

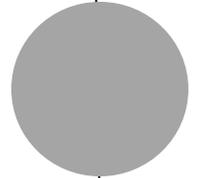
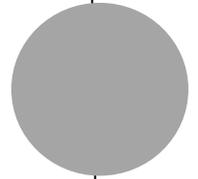


Paint your picture

What does WIC Connects look, sound, and feel like....

- At certifications
- At the front desk
- All around the clinic

Draw, write, or **symbolize** your vision for WIC Connects in your clinic.



Complete your picture

- What are your agency's strengths that will help you achieve your vision?
- What do you need in order to achieve your vision?

This is your vision of WIC Connects - other people in your clinic will have their own vision too.





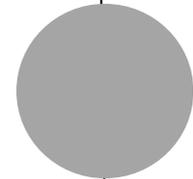
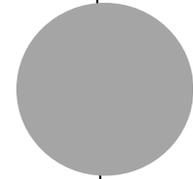
Section 3

Defining your role as a WIC Connector



Activity

- What have you heard about being a WIC Connector?
- What would you add to the handout?





Roles of the WIC Connector

1. Be the champion for change
2. Keep the spirit alive
3. Support staff observations and provide positive feedback
4. Facilitating opportunities for growth





Section 4

WIC Connectors – Champion for Change





Roles of the WIC Connector

1. Be the champion for change
2. Keep the spirit alive
3. Support staff observations and provide positive feedback
4. Facilitating opportunities for growth



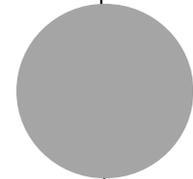
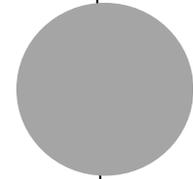
Change is the only constant.

Heraclitus, Greek philosopher

It's not the progress I mind, it's
the change I don't like.

Mark Twain





- What makes Robert change?



Champion Traits

Activity:

1. Meet in number group.
2. Read the description.
3. Discuss how this trait fits as Connectors.
4. Draw, write, or graffiti how this relates to your role as a Connector.

We have 5 minutes.



A champion lives in the future, not the present.

I'm very interested in the future because I plan to spend the rest of my life there.

Robert Wood Johnson

Turn your vision into action and focus on a better vision of the future.



A champion is fueled by passion, and inspires passion in others.

Change is hard work. It takes a lot of energy. Think about the amount of energy it takes to boil water. From 212 degree water to 212 degree steam takes a lot more energy than heating water from 211 degrees to 212 degrees.



A champion is self-motivated.

Definition: self-mo-ti-vat-ed • adj. motivated to do or achieve something because of one's own enthusiasm or interest, without needing pressure from others.

Your staff might get 100% behind you or you might not get much positive feedback or support. You may not even get to see the change happen. Find your motivation within.



A champion understands and accepts people.

At the end of the day, change is about people. Changes "stick" when people embrace them. Therefore, change is part sales, part counseling and part encouragement. It's all about people.



*It is easy to change the things
that nobody cares about. It
becomes difficult when you start
to change the things that people
do care about—or when they
start to care about the things
that you are changing.*

Lorenzi and Riley



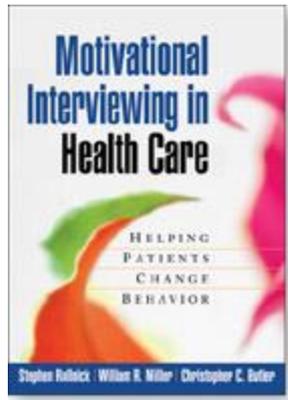
Statements about Change

ACTIVITY: In pairs, discuss statements you've heard that show change is hard. Write a single sentence - each idea on a separate 3x5 card.

We'll hear a sample.



From Motivational Interviewing in Health Care



There is something in human nature that resists being coerced and told what to do. Ironically, it is acknowledging the other's right and freedom not to change that sometimes makes change possible.



From Motivational Interviewing in Health Care

People who enter helping professions often have a powerful desire to set things right, to heal, to prevent harm and promote well-being. When seeing someone headed down the wrong path, they will usually want to get in front of the person and say, “Stop! Turn back! There is a better way!” . . . Given this motivation, the urge to correct another’s course often becomes automatic, almost reflexive.



Activity: Line Dance

Break into 2 groups.

Form 2 lines, each standing facing the other.

Line 1, read your statement to the person standing across from you.

Line 2, reflect with one simple, then 2 deeper reflections for each statement.

Try to vary the type of deeper reflection you use.

Switch when you hear the music.





Know what's weird? Day by day,
nothing seems to change,
but pretty soon...everything's different.

Calvin from Calvin and Hobbes

Lunchtime!

- Your 3 Words!





Section 5

WIC Connectors – Keep the Spirit Alive





Roles of the WIC Connector

1. Be the champion for change
2. **Keep the spirit alive**
3. Support staff observations and provide positive feedback
4. Facilitating opportunities for growth



Ways to keep the spirit alive

A few ideas:

- Send a short email with a new idea or a reminder to use an OARS skill
- Have a poster in the break room for sharing ideas or stories
- Share skill building ideas at a staff meeting (Energizers!)

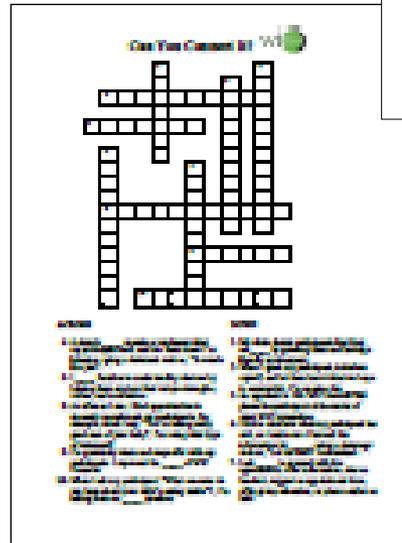


What do these 3 things have in common?

Passports

Puzzles

Prizes



wic connects **GET EXCITED ABOUT WIC CONNECTS!**
YOUR PASSPORT CARD TO THE WORLD OF WIC CONNECTS

WIC Connects places the participant at the center of every WIC interaction.

1. My WIC Connector is:	2. How my clients feel welcomed:
3. Something I learned about my Connector:	4. Ideas for a Saturday:
5. An affirmation that caused a smile:	6. An affirmation that was meaningful to me:
7. I reflected this about WIC Connects training:	8. This is an idea for my WIC Connector to help me:
9. My latest, greatest idea for rapport building:	10. A gold star for me! I completed the crossword puzzle and this card!

Keep your Passport as a reminder of your new ideas, tools, and skills!



Ways to keep the spirit alive

What did you **see or hear** in the video that translates to you and your role as a WIC Connector in keeping the spirit alive?





Section 6

Supporting Staff Observations and Providing Positive Feedback

Research has shown that **strength based feedback** helps keep staff motivated, focused and working toward improved performance.





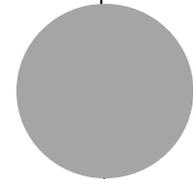
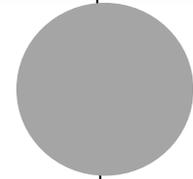
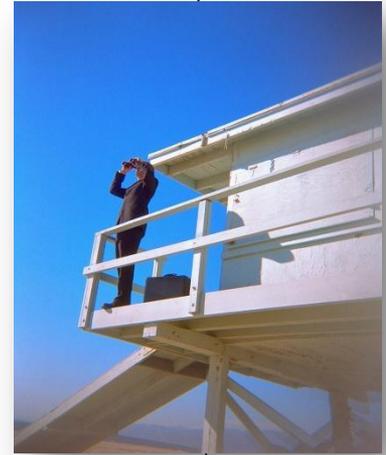
Roles of the WIC Connector

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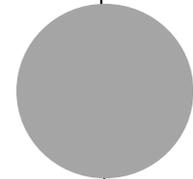
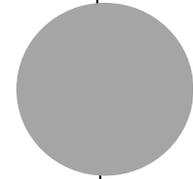
Why do observations?

What are the benefits of doing staff observations?



Staff observations:

- Provide a learning opportunity for **both staff**, the person observing and the person being observed.
- Give the staff person being observed an **opportunity to reflect** on using WIC Connects skills with clients (explore thoughts, feelings, experience).
- Give the staff person observing the chance to **practice providing positive feedback** using WIC Connects skills and **practice not providing advice**.
- Help staff to keep **exploring different ways** to use WIC Connects skills with clients and with each other.
- Help keep staff **focused** and **practicing** new skills.



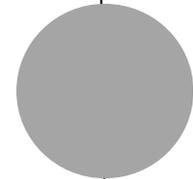
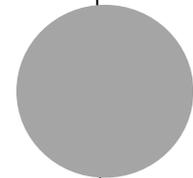
Goals of Staff Observations

We want staff to:

- Have a **positive** experience
- Be **motivated to practice** WIC Connects skills
- **Feel proud** of the good job they are doing
- **Have fun!**

This is not an evaluation.

It is about providing **support** to staff as they **grow** their WIC Connect skills.



Keep in mind. . .

*The more observations we experience, the more opportunities we have to **learn** and **practice** these new skills.*



What will staff observations and feedback look like?

Please watch and listen to a role play of a portion of a certification and how a Connector observes and provides feedback.



Watch how the Connector sets it up and **listen** to how she provides positive feedback.



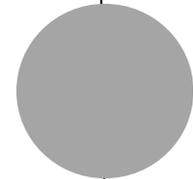
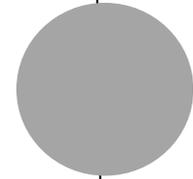
Connector Tools to Use

1. Counseling Observation Guide

- Shows some skills to watch for
- Jot down notes & quotes to share
- Given to staff person after discussion

2. Conducting Staff Observations Checklist

- Quick reference for observation
- Includes some sample questions and statements



Pull 2 tools from Connector Tools section!

What will staff observations and feedback look like?

Please watch and listen to a role play of a portion of a certification and how a Connector observes and provides feedback.



Watch how the Connector sets it up and **listen** to how she provides positive feedback.





What are your thoughts and questions about the Connector's role doing staff observations and providing positive feedback?



Conducting Staff Observations

- Will take time to feel comfortable
- Not expected to do it perfectly
- Try doing one staff observation
- Focus on one part of checklist first, then pick another part to practice

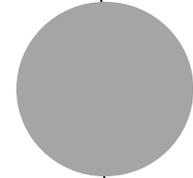
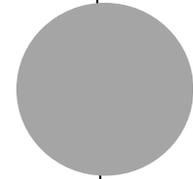
Key is to practice observing and help staff practice skills!



Let's practice!

Activity

1. Divide into 3 groups: participant, certifier and Connector
2. Connector sets agenda and develops rapport
3. Certifier conducts 4 min nutrition discussion with the participant
4. Connector observes, takes few notes, asks permission and shares affirmations (what was observed and heard)
5. Switch roles and repeat



Let's debrief activity

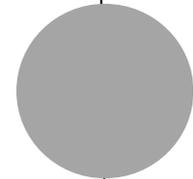
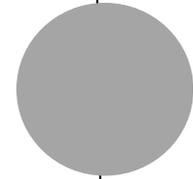
What challenges or concerns do you have for doing staff observations and feedback?

What do you need to help you prepare for staff observations?



Where do we go from here?

1. Watch for a state memo and materials to you and your coordinator about Connectors doing observations and providing feedback.
2. Talk with your coordinator about doing staff observations and make a plan for your agency.
3. Schedule and do at least one staff observation in next couple months prior to January Connector call
4. Share your thoughts and experiences with staff observations,





*Believe you can and
you're halfway there.*

Theodore Roosevelt





Roles of the WIC Connector

1. Be the champion for change
2. Keep the spirit alive
3. Support staff observations and provide positive feedback
4. Facilitating opportunities for growth



Connector Role #4

1. Clear the room



2. Purchase the paint

3. Paint the room

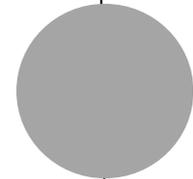
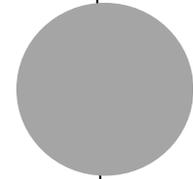


4. Place everything back in the room



Energizer

- 20-30 minute activity
- Focus on specific skill
- Staff come together and practice, share experiences
- Available every other month
- Available on the WA WIC Web site





Roles of the WIC Connector

1. Be the champion for change
2. Keep the spirit alive
3. Support staff observations and provide positive feedback
4. Facilitating opportunities for growth



Support and Communication with Connectors

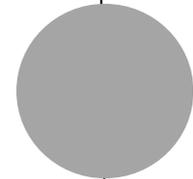
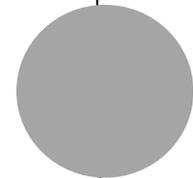
- ❑ Connector Calendar
- ❑ Regional conference calls
 - January 24/25
 - ✓ Energizer
 - ✓ At least one observation
 - March 27/28
 - May 22/23
 - July 24/25
 - Sept 25/26



What's your plan?



1. Tell us why are we doing WIC Connects?
2. Tell us what is a WIC Connector?
3. What I will change
4. Tell us what we are going to be doing when we get back with WIC Connects?
5. Talk to the rest of the group about comments we had when we learned more about reflections and what other clinic staff might say to you. For example, I am too busy to do WIC Connects.
6. Tell us about ways you are going to keep up the spirit? What ideas do you have?
7. Tell us more about observations and positive feedback. What will they look like?
8. Tell us the steps to take to lead an energizer when you get back? What are your ideas about Energizers?



Edges by Claire Morris

“When we walk to the edge of all the light we have and take the step into the darkness of the unknown, we must believe one of two things will happen...there will be something solid for us to stand on, or we will be taught how to fly.”





Washington State WIC
Nutrition Program

PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON



Washington State WIC Nutrition Program does not discriminate.
For persons with disabilities, this document is available on request in other
formats.

To submit a request, please call 1-800-841-1410
(TDD/TTY 1-800-833-6388)

Washington State Department of Health WIC Nutrition Program

961-339 December 2011