

# Effective Communication with Families

Scott Gee, MD, Jodi Ravel, MPH, Sandra Roberts, RN, Amanda Wylie

Regional Health Education – Kaiser Permanente Northern California

## 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 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

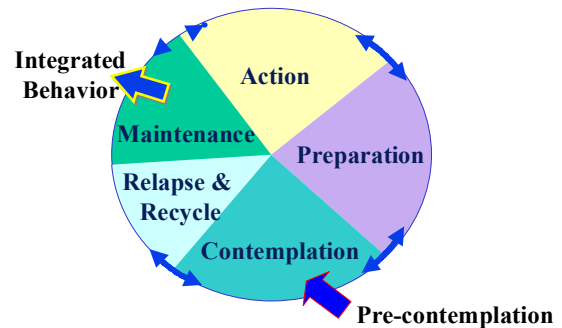
### Brief Negotiation Skills – Particularly Effective for Contemplative/Ambivalent Patients

- 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*

up

## 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.*

