

VENA Story OBSERVATION FORM #2

POSTPARTUM WOMAN & BABY-----



OBSERVE – CHECK OFF (As you watch the demonstration, check off when you see these behaviors by the Nutritionist.)

Establishing Rapport

1. _____ Uses appropriate non – verbal communication.
2. _____ Uses respectful language.

Completing the Assessment & Identifying and Exploring Concerns

1. _____ Asks open – ended and “umbrella” questions for Health and Diet tabs.
2. _____ Asks probing questions to clarify responses.
3. _____ Asks open – ended questions to explore client’s concerns about eating/feeding.
4. _____ Listens actively and allows for silence.
5. _____ Validates client’s concerns.
6. _____ Documents additional assessment information, as appropriate.
7. _____ Identifies interrelationship of risks and root causes.
8. _____ Identifies and acknowledges client’s positive behavior.
9. _____ Uses a positive approach based on desired health goals rather than deficiencies/risks.
10. _____ Works with client to identify problem behaviors and ideas for change.
11. _____ Provides a limited amount of tailored messages.

Setting Goal(s)

1. _____ Summarizes the conversation.
2. _____ Works together with client to set specific and realistic goals.

Closing on a Positive Note

1. _____ Works together with client to restate goal and checks for understanding



THINK: Write as many examples as you can recall from the demonstration of how the nutritionist uses active listening (paraphrasing, summarizing, etc.) How does she continually reaffirm and clarify what the client tells her?