

VENA Skills Checklist for Effective Assessment and Counseling



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						
Introduce self to client, made sure client comfortable, knew some basics about the client, informed client of the process						
Displayed understanding for the other culture						
Ensured privacy (kept voice low, closed door, moved to private location)						
Offered help when needed (carrying diaper bag, toys for children, etc.)						
Used appropriate non-verbal communication (nodding head, eye contact, avoiding crossed arms, etc.)						
Used respectful language						
Focused on client when interpreter is used						
Completing the Assessment						
Reviewed client's past Care Plan, risks, and, if recert/Infant Update, secondary education scheduled and received						
Reviewed results of Anthropometric and Blood screening and health history						
Asked open-ended and "umbrella" questions for Health and Diet tabs						
Asked probing questions to clarify responses						
Avoided spending extensive time on irrelevant information						
Enter responses for all questions in Health & Diet tabs; if absolutely not possible, all risk-related questions (those with *) and as many others as possible						
Review all risks to determine interrelationships of risks and root cause(s)						
Documented additional assessment information, as appropriate						
Positive approach based on desired health goals rather than deficiencies						
Identifying and Exploring Concerns						
Asked open-ended questions to explore client's concerns related to eating/feeding practices						
Listened actively and allowed for silence						
Validated client's concerns						
Referred client outside sources when needed (e.g., social work, food pantry)						
Identified and acknowledged client's strengths (positive behaviors)						
Maintained focus on desired health outcome (healthy pregnancy, active family)						
Helped client explore feelings and attitudes about their concerns						
Tried to lead discussion based on nutrition assessment data and desired health outcome(s)						
Assessed the client's readiness to change						
Worked with client to identify problem behaviors and ideas for change						
Provided a limited number of tailored messages based on client's age, gender, culture, and feedback						
Setting Goal						
Summarized the conversation						
Helped client set goal(s) that is specific and realistic for the family's lifestyle						
Documented behavioral objective(s) in ROSIE Care Plan for follow up						
Scheduled and documented secondary nutrition that will assist the client with meeting the goal(s)						
Closing on a Positive Note						
Restated the goal and checked for understanding						
Expressed appreciation for client's time						
Was enthusiastic about following up next time						