

STAFF NUTRITION EDUCATION OBSERVATION FORM

Reviewer:

Agency/Clinic:

Date:

WIC Staff #1:

Client Category:

Client ID:

PCS & Nutrition Education Rubric		
Mandatory Education Topics	NOTES	Completed? (v, i, -)
Finger Foods (9-11 months old & issued Fresh FV)		
Exit Counseling (Last visit for PP and BF women)		
BF Education – 2 during cert (PG moms - How To's & Benefits)		
Nutrition Education		
Requirements	NOTES	Score (0-3) <i>*See Rubric</i>
Tools <ul style="list-style-type: none"> Tool used appropriately <i>Ex. linked to the assessment & nutrition education topic development</i> 		
NE Topic: <ul style="list-style-type: none"> Nutrition assessment completed before nutrition education provided (cert & mid-cert or all appts for infants and PG and BF moms) Offers topics based on assessment cert & mid-cert or all appts for infants and PG and BF moms)& client interest Topics were documented and matched the topics discussed Previous goals were reviewed and follow-up documented. 		
Handout: <ul style="list-style-type: none"> Hand-outs are used appropriately; offered as reinforcement to education provided or to give ideas/examples. Handouts were documented and matched the handouts provided 		

<p>Goal:</p> <ul style="list-style-type: none"> • Goal matched what was discussed • Goal reflects desired health outcome of the client • Goal was chosen by client 		
<p>Ways to Meet Goal:</p> <ul style="list-style-type: none"> • Documented Ways to Meet Goal matched what was discussed • Ways to Meet Goal reflects desired health outcome of the client • Ways to Meet Goal were SMART • Ways to Meet Goal was chosen by client 		
<p>NE Delivery</p> <ul style="list-style-type: none"> • Offers education at appropriate times • Offers anticipatory guidance when applicable • Logical and conversational • Includes an appropriate number of topics and level of information • Appropriate for client based on socioeconomic status, current living situation, education and ability to make change • Provided in the spirit of PCS 		
<p>Breastfeeding NE (as applicable)</p> <ul style="list-style-type: none"> • Supported or encourage breastfeeding • Fully and accurately addressed Mom's BF questions or concerns • Client provided with a breast pump (if applicable) and adequate education on use 		

Basic PCS Skills		
Requirements	NOTES	Score (0-3) <i>*See Rubric</i>
<p>Establishes Rapport</p> <ul style="list-style-type: none"> • Greets client warmly & introduces self • Takes opportunities to build rapport with the client <u>from the beginning and continuing throughout</u> the appointment 		
<p>Sets the agenda</p> <ul style="list-style-type: none"> • Sets the agenda immediately after greeting client and introducing self • Provides all pertinent information: what will happen in the appointment and how long it will take • If a certification or as applicable, both staff set the agenda 		
<p>Asks permission</p> <ul style="list-style-type: none"> • Asks permission when appropriate <p><i>Ex. <u>after setting the agenda</u>, before providing advice or sharing information, or when changing rooms</i></p>		
<p>Client file review</p> <ul style="list-style-type: none"> • <u>If a new certification, asks if client was on WIC before</u> • Checks file before the appointment to see what is required for each client (ht/wt/hgb/proofs etc.) • Reviews notes and previous nutrition education before appointment and appropriately uses the information 		

Advanced PCS Skills for Risk/Nutrition Assessment

Requirements	NOTES	Score (0-3) <i>*See Rubric</i>
<p>Open-ended questions</p> <ul style="list-style-type: none"> • Assessment follows a smooth and logical flow • Asks an appropriate amount of open ended, relevant questions • Questions are non-judgmental and non-leading • Asks probing questions 		
<p>Affirmations</p> <ul style="list-style-type: none"> • Sound natural and genuine • Affirms client when appropriate <p><i>Ex. Mom shares a change she's made, something she's proud of or a challenge she's working on</i></p>		
<p>Reflections</p> <ul style="list-style-type: none"> • Used to confirm staff understanding • Sound natural and genuine. 		
<p>Summarize</p> <ul style="list-style-type: none"> • Information gathered in the assessment is summarized before moving on to nutrition education. • Client is asked to confirm that the information was correct • Nutrition education provided and goal/ways to meet goal are summarized 		
<p>Client participation</p> <ul style="list-style-type: none"> • Responds to client body language and tone of voice • Collects information without interrupting or correcting the client • Client does more of the talking 		