



ASHEW Learning Session 2 Communication Break Outs

Instructions

- ✓ Choose roles: 1) caregiver and 2) provider
- ✓ Choose one health need scenario to start and role play caregiver using family perspectives and provider responses using effective communication techniques (see page 2 for prompts)
- ✓ As time permits, considering switching roles so both people have a chance to be the provider and the caregiver role or completing other scenarios
- ✓ Included are Getting Started Prompts and Effective Communication Method Examples to assist you

Scenarios

Mental Health: *Six-month old infant is at-risk based on social-emotional developmental screening. Does not show strong attachment or seek caregiver comfort. Infant makes less eye contact than expected for their age. Mother's perinatal depression screen indicates the mother is at-risk.*

Food Insecurity: *Caregiver of 15-month old discloses in pre-visit screening that they have trouble feeding their child at the end of the month due to reduced work hours from COVID-19 impacts.*

Housing Assistance: *Caregiver of 24-month old does not complete any pre-visit survey or screener and has told the MA that things are going well. However, it is disclosed during the visit the mom is sleeping on a friend's couch.*

Getting Started Prompts

HELP

H = Hope
E = Empathy
L² = Language, Loyalty
P³ = Permission, Partnership, Plan

New Mexico Q3

- Has anything major or stressful happened since the last time we met?
- Is that still bothering you/them?
- Despite these concerns, what is going well?

Effective Communication Method Examples

Asking Permission

- *Is it ok if we talk about XYZ a little more?*
- *May I share with you...*

Open Ended Questions

Fully Open Questions

- What do you think?
- Tell me about...
- How do you decide when...?
- Help me understand...?

Key Questions:

- Given what you told me, what do you think you will do next
- Where would you like to go from here?
- What if you tried...?
- What would it take...?
- How, if at all, ...?
- What do you see as your options?

Affirmations

Changing from I think that... and move to you statement. Example: *"I think you are a great parent."* versus *"You are a great parent."*

Key Questions

- You have...
- You are...
- You feel...
- You believe...

Reflections

Active listening. Stating back to families what you heard, rather than asking questions.

Key Phrases

- I heard you say...
- In summary, you...
- What I learned is...

Helpful Phrases

- It is not your fault.
- You are not alone.
- There is hope.
- You and your child have many strengths.