

Offer – A Menu of Options for Consideration

These ideas come from several sources. Most were generated by local agency staff during final onsite visits during the implementation phase of Oregon WIC Listens. Some come from other states. What else can you think of?



PCE Model Domain	Options and ideas
State agency responsibilities – <ul style="list-style-type: none"> • Financial • Training • LA reviews • Support of Individual LA's 	<ul style="list-style-type: none"> • Regional Clerical Participant Centered Services training, Summer 2010 – State will support travel of all WIC clerks to attend this training. • Peer PCE Coaching – Coaches paid by the state can be scheduled by local agencies to observe staff or be observed.
Service delivery environment <ul style="list-style-type: none"> • Clinic environment • Local policies and processes 	<ul style="list-style-type: none"> • Develop customer service policies • Do a clinic environment assessment • Develop bulletin board for staff affirmations • Update bulletin boards
Leadership and mentoring <ul style="list-style-type: none"> • Management support • Clear expectations of staff 	<ul style="list-style-type: none"> • Add staff meeting agenda item one time per month to check in and share progress and concerns with each other • Complete continuing education activities at monthly staff meetings • Identify role of PCE champion and offer them opportunities to provide support • Create monthly PCE “tidbit” (like state outreach morsel) • Discuss PCE e-Learning modules at staff meeting or complete activities from the module as a group • Complete a team evaluation every six months • Occasionally meet together for training with other local agency staff • Allow time for staff to observe each other and provide feedback • Team evaluation in 6 months • Conduct a follow up survey • Supervisor observes certifications • PCE is part of the staff reviews



PCE Model Domain	Options and ideas
<p>LA staff are engaged/supportive</p> <ul style="list-style-type: none"> • All staff involved • On-going support 	<ul style="list-style-type: none"> • Continue to cross train between certifiers and reception staff • Discuss experiences informally with each other • Encourage each other • Support each other, remember to keep our sense of humor • Debrief with all staff at the end of the day (huddle) • Talk with each other individually, debrief on what is going well or not • Train contract or part-time WIC nutritionists on PCE.
<p>Nutrition educator (certifier) skills</p> <ul style="list-style-type: none"> • On-going training and practice • Peer mentoring/observations 	<ul style="list-style-type: none"> • Continue practicing skills with each participant encounter • Review and practice one PCE skill • Record own certification appointments and classes for personal review • Post PCE phrases in office to create personal reminders • Take additional motivational interviewing training • Attend state conferences • Observe staff at other agencies • Take training in a nutrition knowledge area
<p>Cultural competency</p> <ul style="list-style-type: none"> • Culturally appropriate • Appropriate use of interpreters 	<ul style="list-style-type: none"> • Work with interpreters so they understand what PCE is and the importance of their role
<p>Materials to support PCE</p> <ul style="list-style-type: none"> • NE materials model PCE • NE materials used effectively 	<ul style="list-style-type: none"> • Do a materials assessment to see if the NE materials commonly used support PCE • Add PCE to group education activities