

Participant Centered Services: How do you like me now?

BERNADETTE FLORES, MPA, RD & JILLIAN ONDREYKA, MPH, RDN, IBCLC

MN WIC 2024 Training Conference

Plenary Session

Set the agenda

- Objectives
 - Define Participant Centered Services in the WIC setting.
 - Identify how WIC has changed as a result of PCS and potential areas for improvement.
 - Identify 1-3, role specific, work activities I can engage in tomorrow to support PCS.
- Discussion on defining PCS
 - Poll question: What word comes to mind when you think of PCS?
 - Debrief: Introduce yourself to the person next to you and tell them about the word you submitted or a word someone else submitted that resonates with you.
- Components of PCS
 - Connection
 - Putting the participant at the center of all we do in WIC, tailoring our approach to each individual family.
 - Brené Brown Video: <https://www.youtube.com/watch?v=HznVuCVQd10>
 - Perspective taking
 - “The ability to take the perspective of another person or recognize their perspective as their truth.”
 - Perspective taking poll.
 - Poll: What do people come to WIC for?
 - Poll: What do you want people to come to WIC for?
 - Discussion of any differences.
 - Connection is recognizing emotion and then communicating that emotion.
 - Staying out of judgment.
 - Cognitive dissonance due to staying out of judgment and performing WIC duties.
 - Self-Care

PARTICIPANT CENTERED SERVICES: HOW DO YOU LIKE ME NOW?

- Poll: What's your opinion on the amount of self-care at work?
- Activity video: https://www.youtube.com/watch?v=p_eZuUwGfpw&list=PPSV
- Self-care benefits/PCS benefits
 - Self-care:
 - Reduce stress
 - Maintain focus
 - Increase job satisfaction
 - Cultivate work-life balance
 - PCS
 - More meaningful interactions
 - Increased job satisfaction
 - Improved health outcomes for participants
 - Increased staff engagement and morale
- Self-care activities
 - Eat a healthy snack/hydrate
 - Take your lunch & breaks
 - Engage in workplace community
 - Learning & development opportunities
 - Walk with colleagues at lunch
 - Keep a list of motivational messages
 - Set a timer to take a 2-5 min break every hour
 - Crunched for time?
 - Mindfully wash your hands
 - Take a few deep breaths between appointments
- WIC Changes due to PCS
 - Flexibility
 - Increases individualized services so people don't feel processed
 - Empowered staff to ask questions in their own way (not verbatim)
 - Moved to qualitative assessment
 - Flexibility requires greater understanding of reasons why and tools (technology) that you use
 - Poll: How do you feel about the amount of flexibility you have?
 - Autonomy
 - Definition
 - Benefits
 - Techniques to demonstrate
 - Poll: I have autonomy at work.
 - Curiosity

PARTICIPANT CENTERED SERVICES: HOW DO YOU LIKE ME NOW?

- Telling creates resistance
- Tailored questions and messages
- Elicit motivation
- Allows for brainstorming ideas together
- Poll: What work activity are you going to engage in to support PCS?
- Wrap-up
 - Collaborative effort for PCS-we are all working together; Federal, State, Local so we can work with our participants.
 - Q&A
 - Close