Talk, Listen, Connect

Talk, Listen, Connect - Getting Started

Tips for Getting Started with Talk, Listen, Connect Sessions
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You have a clinic flow that works for you. You can arrange TLC Talk Listen Connect group sessions to fit the specifics of your clinic. What works at one site may not work at another site even within the same agency. It is important to remain flexible. Try various timing and staffing arrangements to see what works best for your site.

1. Determine how you’ll start doing TLC sessions by answering these questions:
   - Are you setting up group sessions for the first time?
   - Are you adding TLC sessions to your current group session schedule?
   - Are you changing a current group session topic into the TLC format?

2. Based on your answers determine the next steps. What topic will you choose? How will you list them in Client Services? What will you call your TLC sessions?

   - **Step One:** Determine the group session.
     - **For example:** You plan to schedule your first TLC session during Farmer’s Market season and you’re planning to talk about how to encourage kids to eat more vegetables. You’ve decided to use the Poster Session “Introducing Vegetables.” (Poster Sessions, TLC notebook - page 13)

   - **Step Two:** Determine how to list the TLC session in Client Services.
     - **For example:** When entering the “group session” into Client Services you use the name on the poster and add the category to the title so all staff will know this is a group session for children and it’s done in the TLC format: “Child TLC: One of These Days the Vegetables are Bound to Find Her Face.”
     - **A suggestion is to** enter a “session name” that reflects the subject so all staff easily know which topic meets their client’s needs.

   - **Step Three:** Determine what you will call TLC sessions in your clinic?
     - **Some ideas:** Parent Connections, TLC group sessions, etc… ask staff in your clinic to come up with a name that best fits for your setting.

3. Consider what TLC sessions might look like in your clinic setting. If you’re already doing group sessions, you probably have a flow in place for group nutrition education. What changes do you need to make for a TLC format? Consider:
   - The room set up. Can you arrange chairs in a circle?
   - How many people to schedule for each TLC session. You may prefer a smaller group (maybe 3-5 clients) for your first TLC sessions. Add more seats as you build your confidence!
   - Allow more time for the first sessions. It’s hard to try something new if you feel rushed or not totally prepared.
   - Will you need additional preparation time to explore the topic and setup options? For example, are you placing posters on the wall? Setting up a tool box activity? Coordinating with other staff about who is available to support your group session?
4. How will you “market” TLC sessions?

- Try out a new TLC skill at your next staff meeting to promote and share the TLC approach to group nutrition education. Staff “buy-in” is important to the success of TLC group nutrition education. Participants respond to your enthusiasm!
- Collect feedback from participants. Ask what worked for them. What didn’t?!! (A feedback form is included in the Evaluation section of your TLC notebook).
- Practice using the tool-kit for individual nutrition education contacts. Encourage other staff to try it too. You can use many of the TLC skills during one on one nutrition education.
Now that you’re ready to offer TLC sessions, think about clinic flow:

- Number of staff available to facilitate and support group sessions
- Number of participants who need a second contact in the month
- Number of participants attending each TLC session
- Staff available to check in the group session participants
- Staff available to make food package changes when needed
- Staff to issue checks

You need two or three staff for the following scenario.

Staff:

- Welcome each participant and ask them to sign in.
- Check flowsheet notes i.e. “please ask mom for new cell phone number.”
- Update record when necessary.
- Ask participant if there are any questions about using checks or changes needed.
- Determines next appointment type and ask participants for a good day and time for her next appointment.
  
  Note: Some staff schedule the next appointment while the client is with the group. Staff collect the appointment folder as part of check in, write next appointment on folder and have checks ready to go at end of session. (In this scenario, staff would ask if there are any particular days or times that would not work before the client goes into group session). If time allows, you can set up an appointment when the participant checks in for the TLC session.
- Guide participant to TLC location.
- Facilitate the TLC session.
- Support the TLC session if needed.
- Print checks for group session participants while session in progress.
- Issues checks.

Still have questions about setting up TLC group nutrition education in your clinic? Don’t hesitate to talk to your LPC, other state staff or other agencies who offer TLC group sessions. We want everyone to be successful!
Schedule participants for TLC group sessions on the Client Services Classes tab on your desktop. You can see who is enrolled in group session on the Appointment Book tab. You can only add or remove a participant from a group session through the Classes tab.

The Classes tab shows all group sessions from the past month and for future dates in the top section, sorted by date. The information shown includes:

- Date of group session
- Weekday of group session
- Time group session begins
- Title of group session
- Seats available. (A message lets you know if you are about to put more than the maximum number of caregivers into a group session. It won’t prevent you from adding as many caregivers as you want.)
- Site of group session

Information for documenting group session comes from the Class Management utility (under Site). Use Class Management to add new group session dates, print a list of participants enrolled, etc. Select Preferences. Open Class Titles to enter new group session topics.

**Step one: Create a new group session**

1. Go to Preferences and select Class Titles
2. Add a new row

<table>
<thead>
<tr>
<th>Inactive Date</th>
<th>Class Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/25/2008</td>
<td>Breastfeeding Basics</td>
</tr>
<tr>
<td></td>
<td>Breastfeeding: How do I know my baby is hungry?</td>
</tr>
<tr>
<td></td>
<td>Breastfeeding: What you need to know before you deliver</td>
</tr>
<tr>
<td></td>
<td>Breastfeeding: Growing your toddler</td>
</tr>
<tr>
<td>01/26/2008</td>
<td>Child and women TLC: Healthy Weight for Everyone</td>
</tr>
<tr>
<td></td>
<td>Child TLC: Balance takes practice (fast foods)</td>
</tr>
<tr>
<td></td>
<td>Child TLC: Keep their spirits up helps keep their weight down</td>
</tr>
<tr>
<td></td>
<td>Child TLC: Meals are a great time to play follow the leader</td>
</tr>
<tr>
<td></td>
<td>Child TLC: Baby, What’s for Dinner? #1</td>
</tr>
<tr>
<td></td>
<td>Child TLC: Resist the food fights (picky eaters)</td>
</tr>
<tr>
<td></td>
<td>Child TLC: To your child you are the greatest show on earth (physical activity)</td>
</tr>
<tr>
<td></td>
<td>Child TLC: Top 10 ways to grow happy kids (child nutrition)</td>
</tr>
</tbody>
</table>

Child TLC: Veggies are bound to find her mouth

Cooking with Kids: 3 & 4 year olds
Feeding with Love

3. Add title in Class Name field and save.
Step two: Class Management

1. Under the Site tab, open Class Management.
   - This is where you create new group sessions, manage existing sessions, including scheduling the session time and location, viewing group session details, and documenting attendance.
2. Click [New] to create a new group session.
3. In the Class Detail tab, select the name of your group session.

   ![Class Detail Tab](image)

   - **Class Name**: Child TLC: Veggies are bound to find her mouth
   - **Agency Instructor**: Chung, Colby
   - **Outside Instructor Last**: 
   - **First**: 
   - **MI**: 
   - **Class Location**: Small conference room
   - **Site**: Emerald Clinic
   - **Class Date**: 09/09/2014
   - **Max Attendance**: 6
   - **Class Start Time**: 11:00 am
   - **Class End Time**: 11:30 am

4. Add all the information for your group session.
5. Schedule group start and end time.
6. Save.
Step three: Scheduling participants for group sessions

1. Select the client on the desktop.
2. Go to the Classes tab.
3. Highlight the group session, making sure to select the correct date.
4. Click [Include].
5. Save.

You must schedule each member of a group individually

- To schedule multiple family members, return to the Desktop and select a different group member, then repeat steps 1-5 and Save.
- Client Services only counts the caregiver as a seat within the group session.
Step four: Documenting group session attendance

Client Services gives you the flexibility to document attendance either before or after a group session.

1. Go to Class Management
2. Select the group session from the Class Name drop down
3. Find the session name
4. Highlight the name and push the Retrieve button

5. Document attendance by choosing Attended or Not Attended in the “Attended?” drop down field. This:
   - Records the CL contact
   - Sets the group session appointment outcome as Complete.

6. Click the “All Attended” button on the right when everyone who signs up attends the group session.

Please call state staff at 1-800-841-1410 if you have questions.
- For policy information, press 0 and ask for a LATA representative.
- For Client Services questions, press 3 then 7 or email cims.support@doh.wa.gov

We’re happy to help you!