**LESSON PLAN**

**The VENA Certification (Part I)**

**Continuity of Care, Establishing Rapport, Pre-cert)**

**Objective**:

To adopt a VENA approach at clinic – focus on beginning of appointment prior to assessment

**Materials:**

Local Agency Self-Review Tool developed by Washington County WIC Program

Flashcards with difficult WIC scenarios encountered at clinic

**Introduction**:

What does continuity of care mean?

**Facilitated discussion:**

Continuity of care – and how it applies to what we do at WIC

First things first – Introductions, building rapport, privacy, collecting info for eligibility determination

Activity: Divide into groups of 3 and distribute cards\* with scenario. Each group will discuss how staff can take a VENA approach to their two problem situations. Each group will then role play, handling the scenario first with a non-VENA approach and then using a VENA approach for all of the staff. Further discussion and learning will follow each role play.

**Closing:**

Give assignment to staff to document difficult situations at clinic and success and/or difficulty in handling with a VENA approach. These will be discussed at next month’s training.

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**\*The following scenarios were typed onto index cards and distributed among the groups:**  
 1. Participant came in for recertification on wrong day.  
 2. Participant comes in for CPU and does not have her WIC folder.  
 3. Participant brings a sick child in for recertification.  
 4. Participant uses inappropriate language or is very harsh with her children.  
 5. Participant comes in for recertification appointment for her child, but does not bring the child.  
 6. CPA is interrupted during a recertification with a phone call from another clinic that needs a   
 prescription approved and custom food package entered.  
 7. Participant on special formula comes in for recertification and does not bring new medical   
 documentation form.  
 8. Participant talks continually on cell phone during the appointment.  
 9. Participant brings and eats lunch during recertification appointment.  
 10. Participant’s children are very unruly and the parent does not make any effort to curb behavior.  
 11.Participant came 2 hours late for recertification appointment for herself and newborn. It is   
 11:30am and there are two previously scheduled recertification appointments for 11:30am

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