

CRD 2.4 Use effective education and counseling skills to facilitate behavior change

Write a 1 – page report describing what you observed and your experience observing the preceptor and working with clients

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10/23/2013

During this past week I was able to observe the important role that the outpatient dietitian plays at Madera Family Health Services Clinic. The RD worked with a diverse group of patients on a variety of topics including; type II diabetes, gestational diabetes, and weight loss. I was able to observe her providing education to patients using a variety of techniques. One of the techniques that I observed frequently was supporting self-efficacy. Much of the population that the RD worked with had many challenges in their life that made change difficult, but the RD was very good at showing empathy and supporting and encouraging their belief that they could make changes.

Communication skills were a very important aspect of the RD's job due to the diversity of the patients that she worked with. Many of the patients were Spanish speaking and all varied in education levels. The RD was able to assess the ability of the patient by asking open-ended questions to find out what knowledge the patient already knew and was then able to build and educate from that point.

A difficult part of working in the outpatient setting is trying to reach the patients who are not ready to make lifestyle changes. The RD did experience patients who did not show up to their appointments or who had little to no motivation to make changes. Trying to reach these patients is especially challenging so the RD takes special attention to them and works to motivate them to come to their appointments.

Besides the many challenges of this job, I enjoyed being able to see the satisfaction that the RD received from helping patients and giving them the confidence and knowledge to make changes. I like that an RD working in an outpatient setting is able to spend quality time with

their patients and able to follow them for long periods. Being able to see these changes first-hand would be very rewarding.