



Determining Your Client's Need for Services and Discussing Reproductive Goals



This module introduces the clinical pathway presented in *Providing Quality Family Planning Services: Recommendations of CDC and the U.S. Office of Population Affairs*. This module also explains how to apply the clinical pathway, including how to discuss a client's reproductive goals and assess whether a client needs other services.

WELCOME

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Navigation tutorial

For the best experience, use Firefox or Chrome to view this course.

 You can leave and come back to this eLearning module at any time. If you exit the module and return to it later, select the lesson where you left off from the menu of lessons on the left. This will bring you back to your place in the course.

To learn how to navigate the module, click the play button below.



PLAY

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Welcome



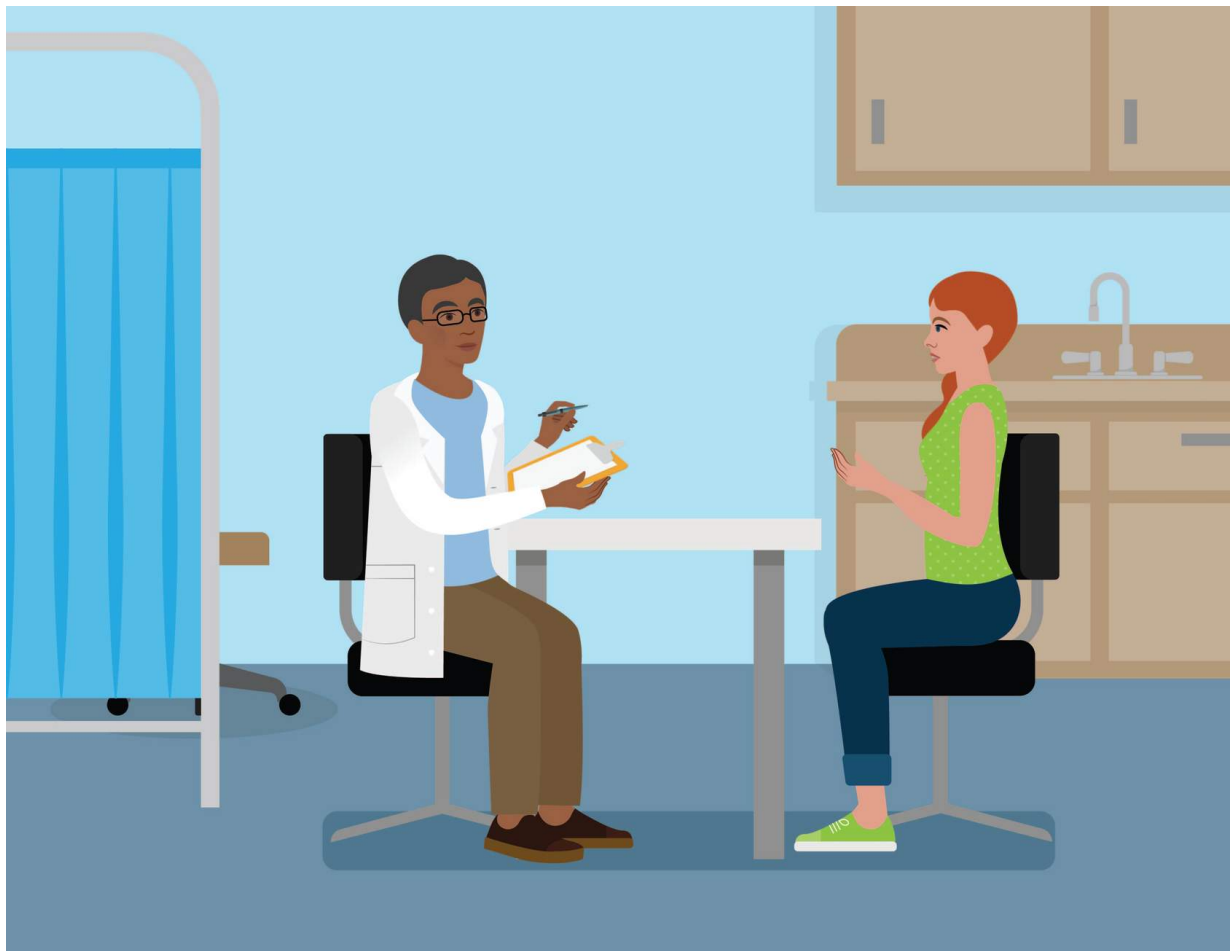
Welcome to *Determining Your Client's Need for Services and Discussing Reproductive Goals* eLearning module.

Throughout the module, you will be asked to read new information, watch videos, and conduct interactive activities.

By the end of this module, participants will be able to:

- Explain how the clinical pathway described in *Providing Quality Family Planning Services: Recommendations of CDC and the U.S. Office of Population Affairs (QFP)* can be used as a framework to determine a client's need for services
- Identify the range of family planning needs that clients may have depending on their individual characteristics
- Assess a client's attitudes toward becoming a parent in order to identify unmet needs related to preventing or achieving pregnancy
- Transition from addressing a client's stated need to exploring their need for additional family planning and related preventive health services

Assessing your client's needs



Client-centered decision making begins with an assessment of your client's needs.

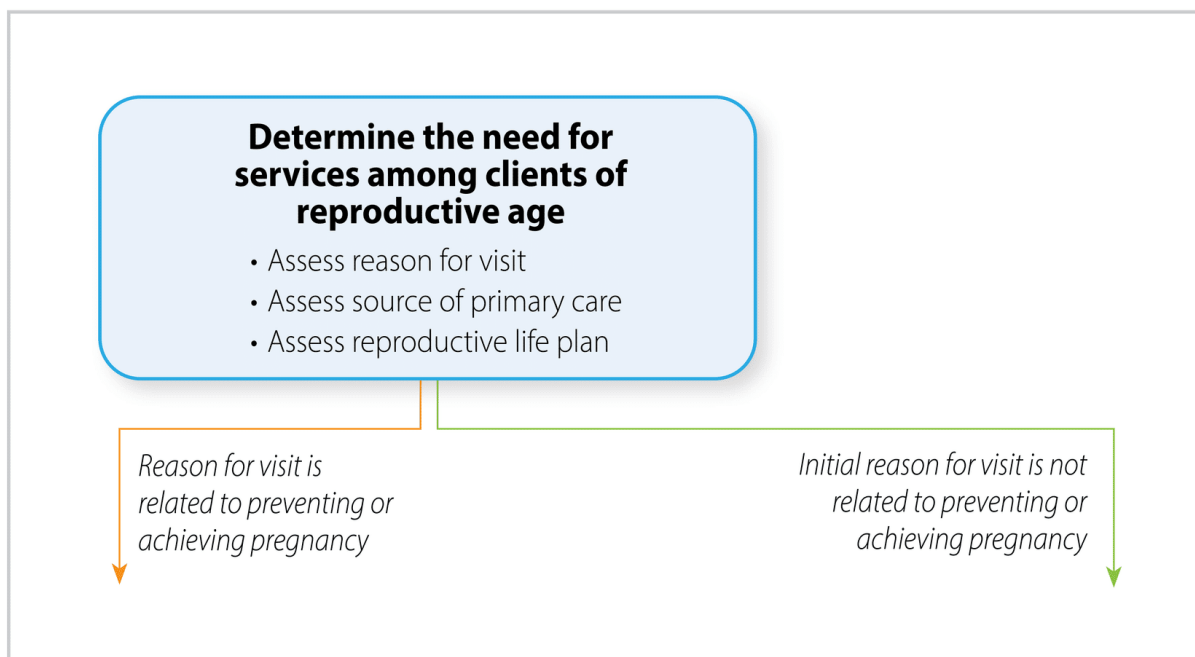
Family planning clients may need a range of services in addition to their stated reasons for a visit.

For clients seeking to prevent or achieve pregnancy, providers should assess whether they need other related services and either offer or make a referral for them.

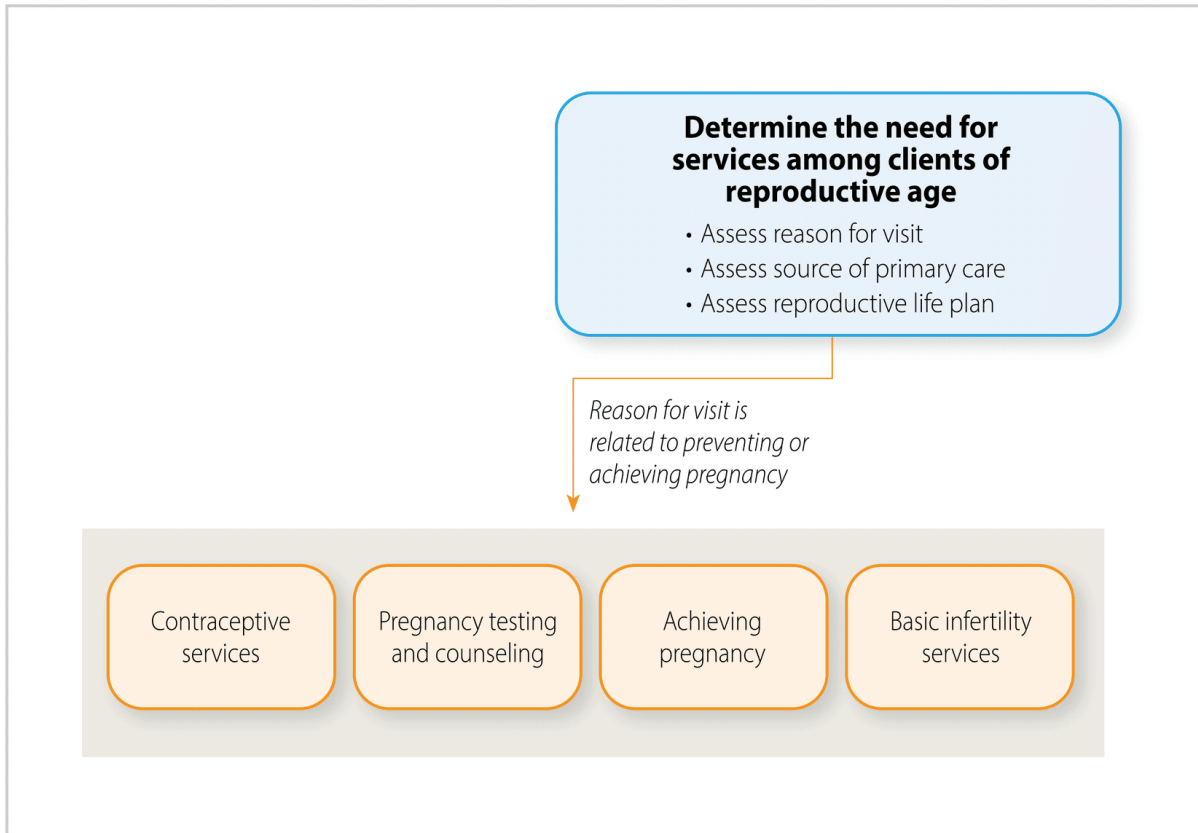
When clients visit a provider for a reason not related to preventing or achieving pregnancy, the provider should address the client's primary reason for the visit and also the client's need for services related to preventing or achieving pregnancy.

Clinical pathway for family planning services

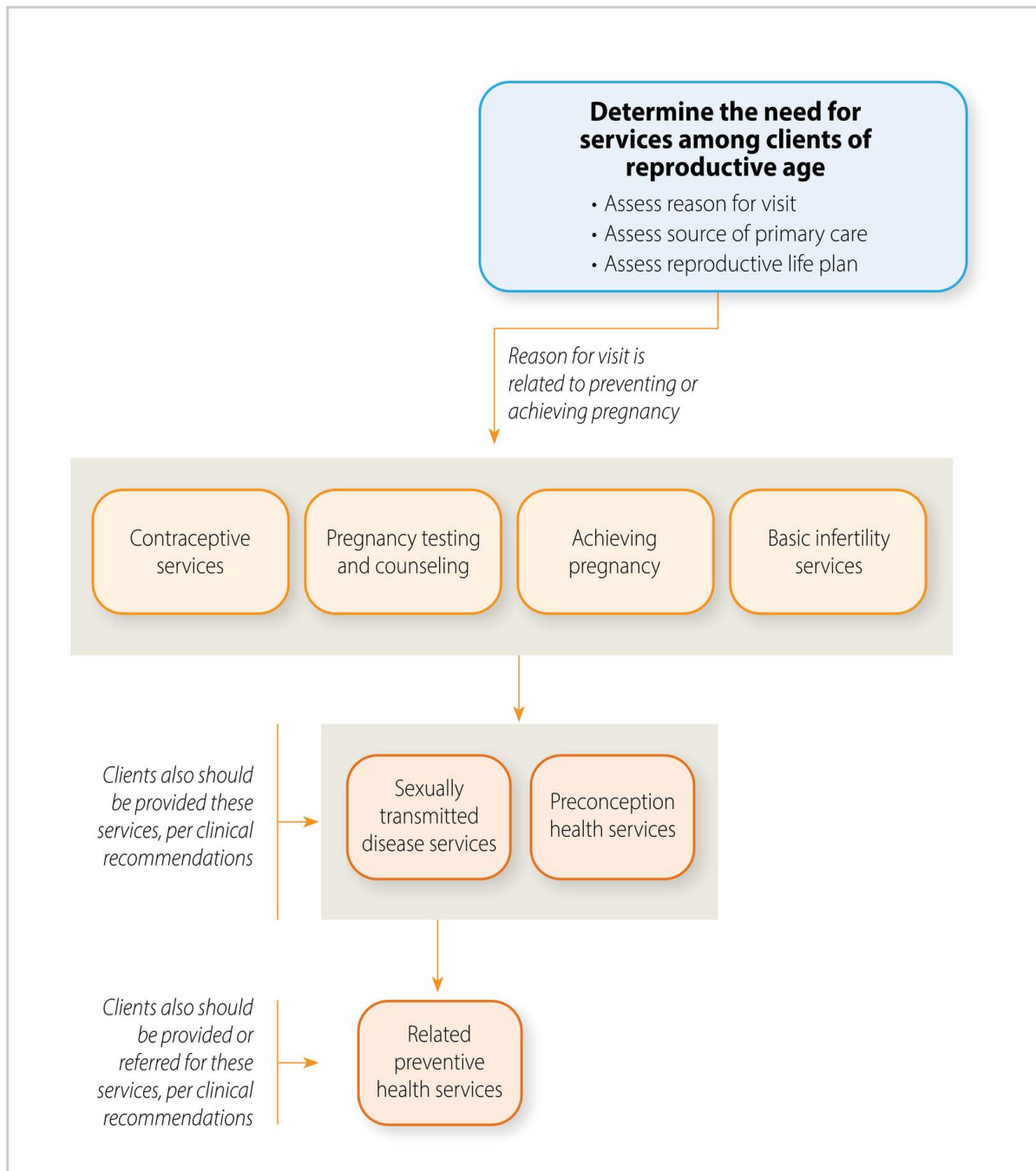
Providing Quality Family Planning Services: Recommendations of CDC and the U.S. Office of Population Affairs (QFP), includes a clinical pathway for family planning services.



The first step is to determine your client's need for services. Take time at the beginning of the visit to understand your client's reason for the visit, source of primary care, and reproductive goals. This information will help you personalize conversations with your client, make recommendations for family planning services, and provide appropriate referrals for medical, informational, educational, and social services.



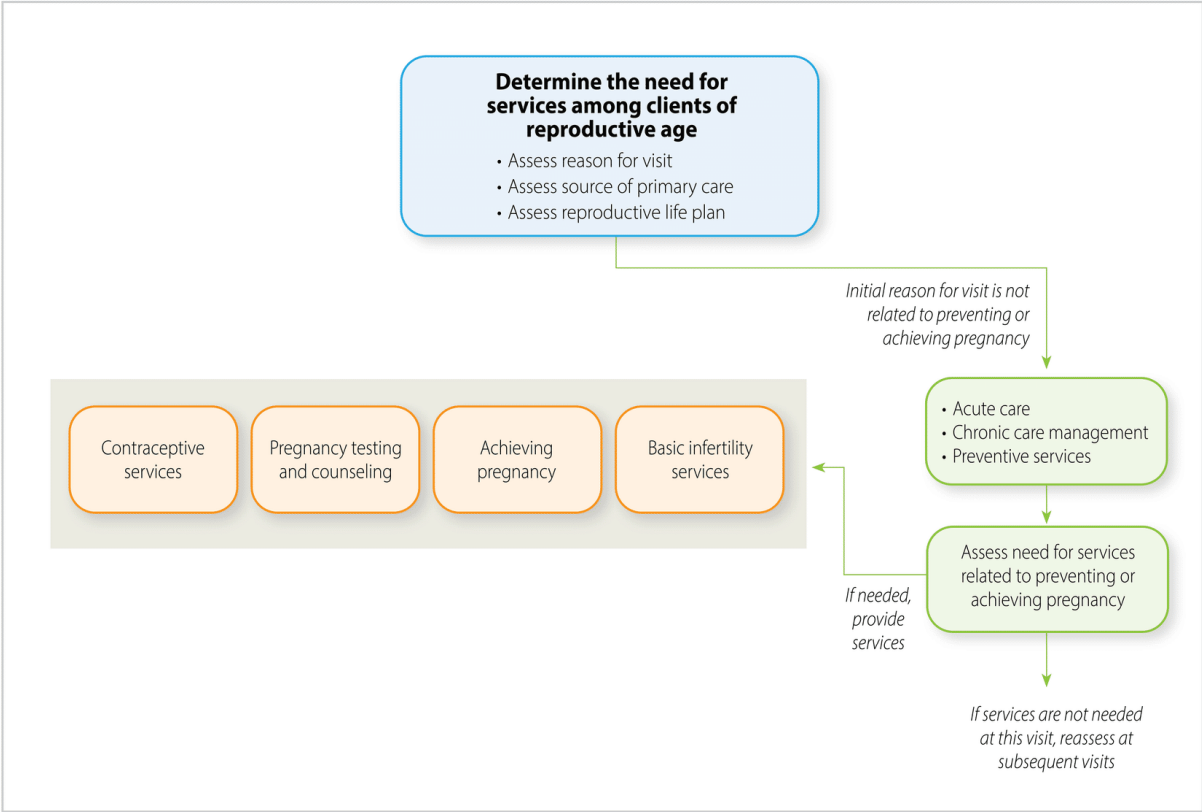
If the reason for the visit is related to preventing or achieving pregnancy, your client will receive services such as pregnancy testing and counseling, contraception, support for achieving pregnancy, or basic infertility services.



When clients come in for family planning services, you should also assess their need for sexually transmitted disease services and possibly preconception services.

Related preventive health services such as breast and cervical cancer screening should also be provided or referred for as needed, per clinical recommendations.

When clients are being seen for non-family planning services, for example chronic care or immunizations, it is still important to assess need for services related to preventing or achieving pregnancy.



Many individuals describe publicly-funded family planning clinics as their “usual source of care.” Clients often access family planning clinics as an entry point for other services. You can help ensure comprehensive, quality care for family planning clients by providing necessary referrals for other medical and social services.

Clinical Pathway for Family Planning Services Chart

[CLICK HERE](#)

Establishing and Providing Effective Referrals for Clients: A Toolkit for Family Planning Providers

[CLICK HERE](#)

Communication techniques



There are several communication techniques you can use to guide clients along this clinical pathway.

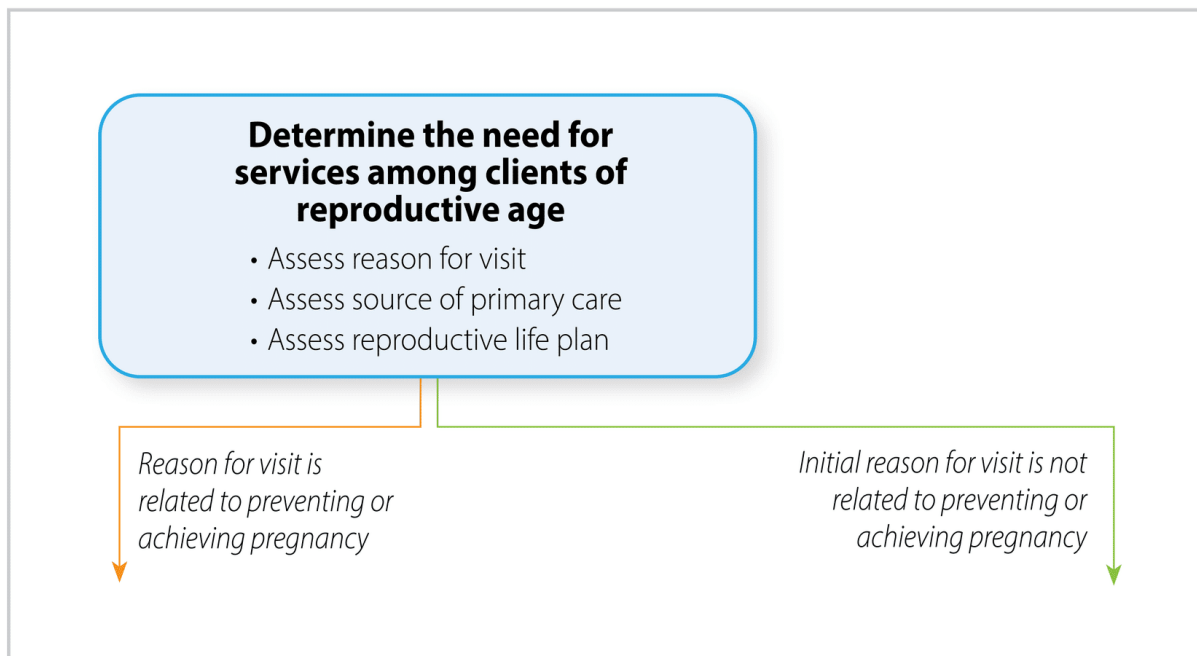
You can use transitional statements, questions, and confirming statements to move from addressing your client's stated needs to talking about other needed services.

- Transitional statements help move the conversation from one topic to another.
- Questions help you explore other services your client may need.
- Confirming statements show your client you have heard and are addressing what they told you.

The following lessons provide examples of transitional statements, questions, and confirming statements that can help you determine your client's need for services throughout the clinical pathway. These techniques will help you determine which services the client needs now, which can wait until a follow-up appointment, and which require a referral.

Determining your client's need for services

In order to determine the need for services, it is important to assess your client's reason for visit, source of primary health care, and reproductive life plan or goals.



Reason for the visit

This sounds like: “Hi Lisa. I'm so glad you came in to see us. My name is Maria and I'll be your nurse today. Thanks for completing the paperwork. That will be really helpful as we go through your visit. What brings you in today?”



Source of primary health care

This sounds like: “We provide a broad range of health care services, which we can offer if you don’t already receive health care somewhere else. Do you receive health care anywhere else?”



Reproductive life plan or goals

This sounds like: “I’m going to ask you a few questions about your reproductive goals, as I do with all of my clients. Your responses will help me provide care that is tailored to your needs.

Do you think you might like to have (more) children at some point?

When do you think that might be?

How important is it to you to prevent pregnancy (until then)?”

Video: PATH framework

The PATH framework is one way to assess your client's reproductive goals, also sometimes called their reproductive life plan. It is designed to facilitate client-centered conversations about preconception care, contraception, and fertility.

PATH includes a set of questions that cover:

- **P**arenthood/pregnancy **A**ttitude
- **T**iming
- **H**ow important is pregnancy prevention

This approach can be used with clients of any gender, sexual orientation, and age.

Watch the video below of Alyssa's counseling session and notice how the provider uses the PATH framework to provide quality care.



PLAY

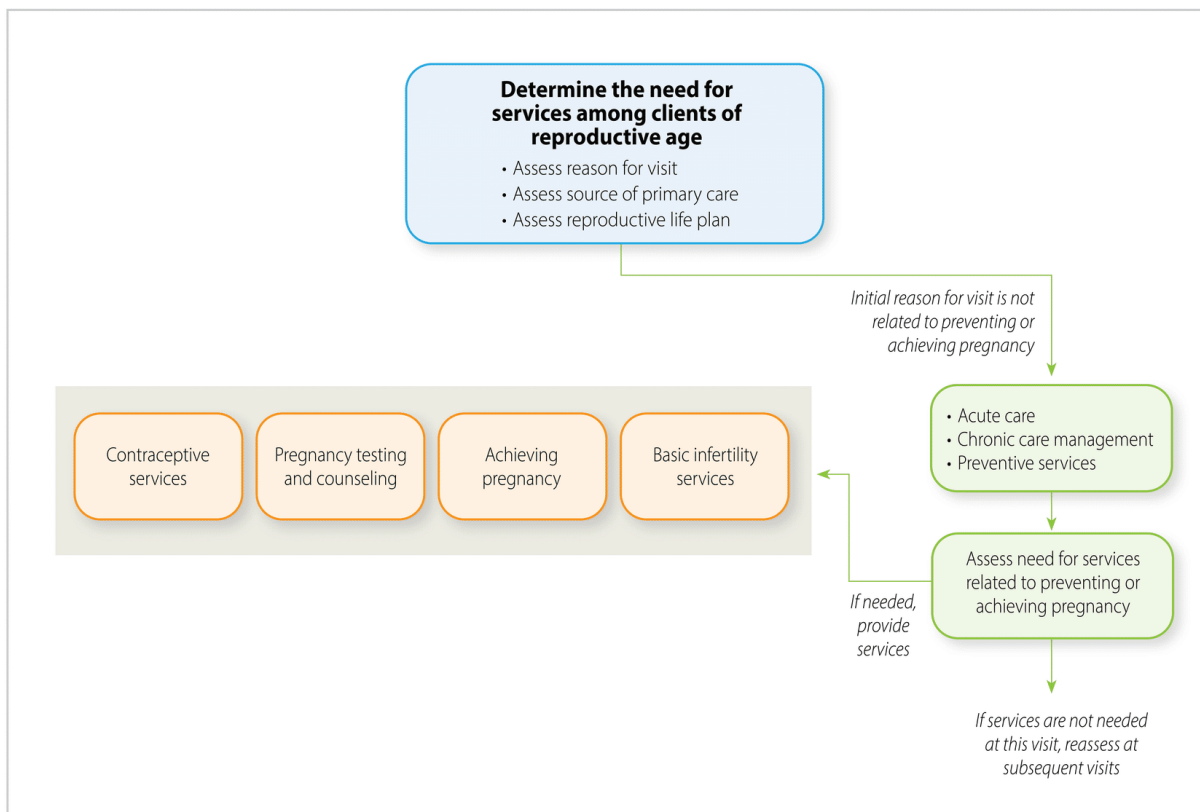
This video is a clip from the Envision Sexual & Reproductive Health video compilation demonstrating PATH counseling skills. The full compilation is available here: envisionsrh.com/counseling-movies.

Client-Centered Reproductive Goals and Counseling Flow Chart

[CLICK HERE](#)

Assessing your client's need for services during a non-family planning visit

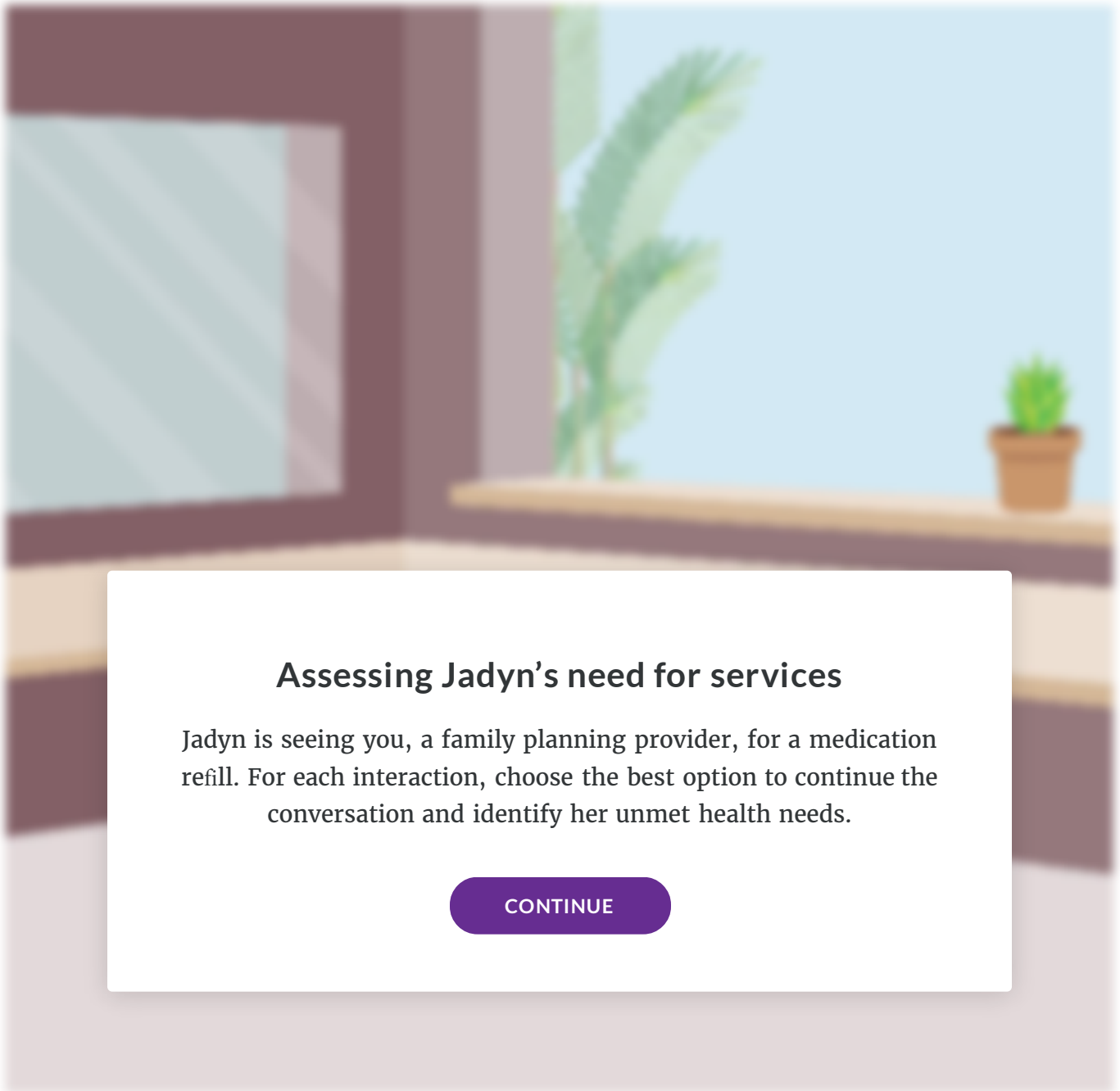
Even when the stated reason for your client's visit is unrelated to preventing or achieving pregnancy, it is still important to understand their reproductive goals. Understanding their goals will help you determine if they need services to meet their reproductive health care needs.



This sounds like: “I see that you came in today for a flu shot. Before you receive the flu shot, I’d like to ask you a few questions about your reproductive health care. I ask these questions of all of my clients, no matter the reason for their visit, in order to make sure that we meet

their reproductive health care needs. Do you have any questions or concerns before we do that?"

Scenario 1: Assessing Jadyn's need for services



Assessing Jadyn's need for services

Jadyn is seeing you, a family planning provider, for a medication refill. For each interaction, choose the best option to continue the conversation and identify her unmet health needs.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



While you're here, I'd like to ask you a few other questions that I ask all my clients to ensure that their reproductive health care needs are met.

1

I'm not sure if you've thought about this much yet, but would you like to have children someday?

2

I'm not sure if you've thought about this much yet, but do you need birth control while you're here?

3

I'm not sure if you've thought about this much yet, but is there a reason you're not using a birth control method?

Scene 1 Slide 2

0 → Next Slide

1 → Next Slide

2 → Next Slide



Since you want to wait to have kids, would you like to talk about your birth control options?

1 Which method do you want?

2 Do you want me to tell you about all the methods?

3 Do you have a sense of what's important to you about your birth control method?

Scene 1 Slide 3

0 → Next Slide

1 → Scene 1 Slide 1

2 → Next Slide

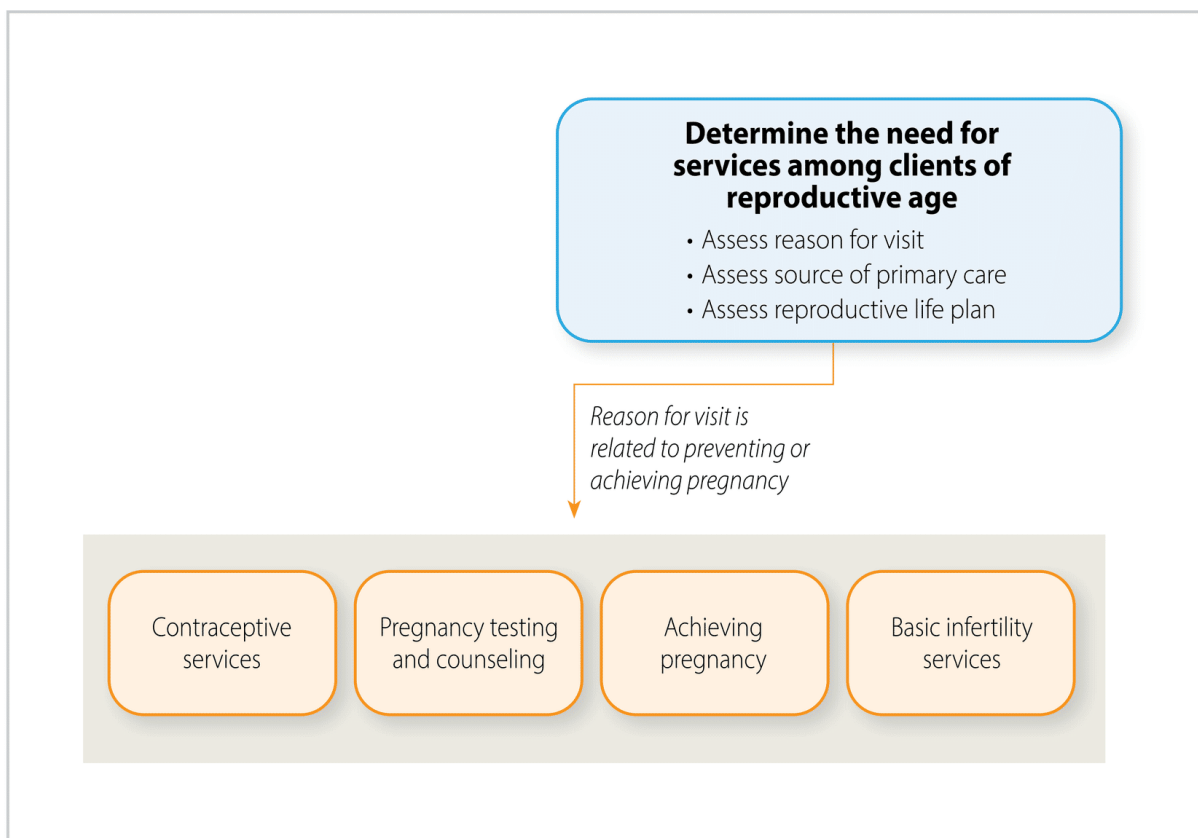


Scene 1 Slide 4

Continue → End of Scenario

Discussing services related to preventing or achieving pregnancy

For visits related to preventing or achieving pregnancy, determine your client's need for contraceptive services, pregnancy testing and counseling, achieving pregnancy, or basic infertility services.



This sounds like: “You mentioned that you’re sexually active and not interested in becoming pregnant in the next few years. Are you using a method of birth control now?”

(If yes.) How is that method working for you?

(If no.) Would you like to talk about your birth control options? Do you have a sense of what’s important to you in a birth control method?”



Pregnancy testing and counseling

This sounds like: “I understand that you came here today for a pregnancy test. Can you tell me what led you to want to get a pregnancy test today?”



Achieving pregnancy

This sounds like: “We talked about your desire to become pregnant this year. We have trained staff who can talk with you about fertility and your most fertile time of the month. About how long have you been trying to get pregnant?”



Basic infertility services

This sounds like: “You mentioned that you’ve been trying to become pregnant for over a year. Would you like to talk with one of our staff about other options for trying to get pregnant?”





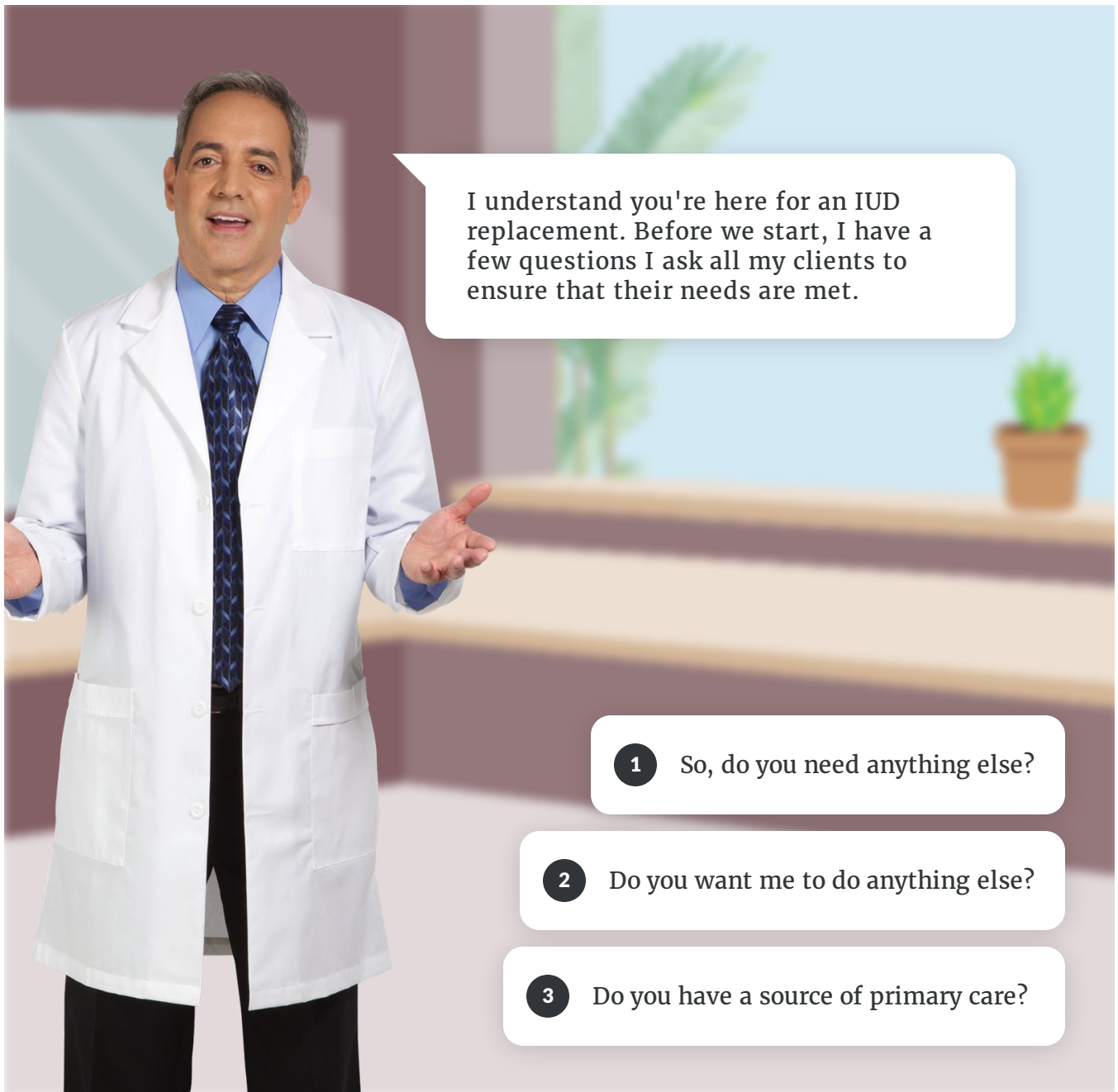
Assessing Terri's need for services

Terri, a 36-year-old mother who wants no more children, is having an IUD replaced. For each interaction, choose the best option to continue the conversation and identify her unmet health needs.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



I understand you're here for an IUD replacement. Before we start, I have a few questions I ask all my clients to ensure that their needs are met.

1 So, do you need anything else?

2 Do you want me to do anything else?

3 Do you have a source of primary care?

Scene 1 Slide 2

0 → Next Slide

1 → Next Slide

2 → Next Slide



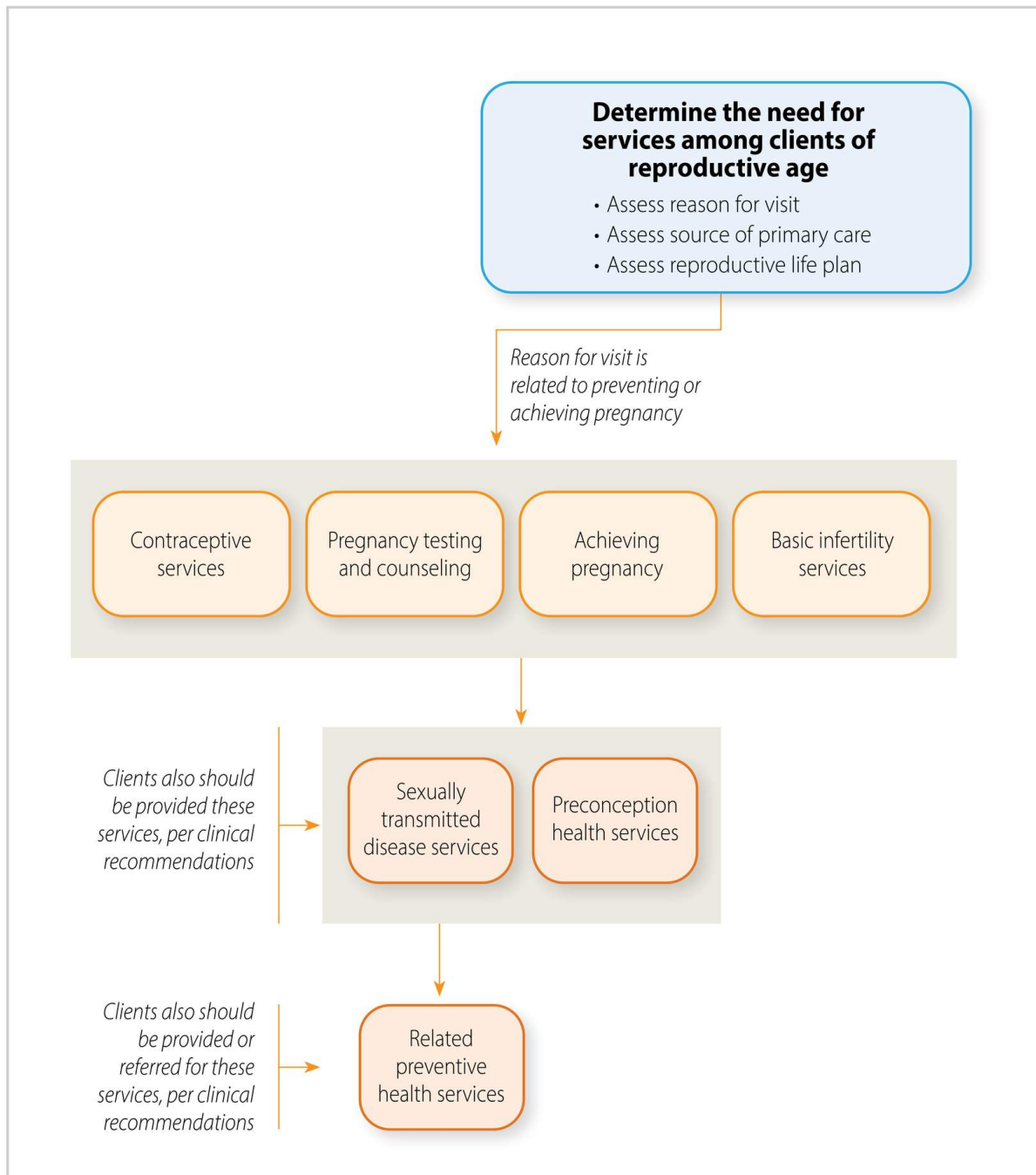
Scene 1 Slide 3

Continue → End of Scenario

Discussing STD and preconception health services

To reduce the risk of adverse health outcomes, the American College of Obstetricians and Gynecologists recommends working with women to optimize health, address modifiable risk factors, and provide education about how to prepare for a healthy pregnancy.

This includes offering sexually transmitted disease (STD) services and preconception health services. The client may also need other related preventive health services.



STD services

This sounds like: “I’d like to ask you some questions about your sexual health. They may feel like very personal questions, but know that we ask all of our clients these questions so that we can provide the best care possible.

How do you protect yourself from HIV and other infections you could get from having sex?

We screen all clients your age for chlamydia because of the long-term negative impact this STD can have on fertility. Do you have any questions before we do that screening test today?"



Preconception health services

This sounds like: "Since you said you would like to become pregnant in the future, I'd like to ask you a few questions to help you prepare for a healthy pregnancy.

What have you heard about preparing for a healthy pregnancy?

Do you take a multivitamin with folic acid?"



Related preventive health services

This sounds like: “You mentioned that you don’t have a primary care provider. Can I ask you some questions to make sure that your preventive health services and immunizations are up to date? Would you like a referral for a primary care provider?”



Sexual Health Assessment Job Aid

[CLICK HERE](#)

Preconception Counseling Checklist

[CLICK HERE](#)

Family Planning and Related Preventive Health Services Checklists for Women and Men

[CLICK HERE](#)

Establishing and Providing Effective Referrals for Clients: A Toolkit for Family Planning Providers

[CLICK HERE](#)



Assessing Tre's need for services

Tre, who uses they/them pronouns, has a new partner and came in for STD screening before engaging in sexual activity. For each interaction, choose the best option to continue the conversation.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



After Tre goes to the bathroom and takes self-collected swab samples, what might you ask next?

1

Great, we'll send these off to the lab. You said that you don't want kids. So, is there anything else you need today?

2

Great, we'll send these off to the lab. You said that you don't want kids. So, do you need any condoms?

3

It is really great that you're getting tested today. You said that you don't want kids. What do you do to prevent pregnancy?

Scene 1 Slide 2

0 → Next Slide

1 → Next Slide

2 → Next Slide



Scene 1 Slide 3

Continue → End of Scenario

Quiz

Now we will review the information we have covered during this module. For each question, select the response option you think is correct.

Question

01/05

When determining the need for services among clients of reproductive age, it is important to assess their:

- Reason for the visit
- Source of primary care
- Reproductive life plan or goals
- All of the above

Question

02/05

Family planning agencies are expected to provide:

- All services listed in the clinical pathway
- Referrals to other agencies, when the client needs health services not provided on site
- Referrals to other agencies, when the client needs family planning services
- All preventive health services listed in the clinical pathway

Question

03/05

Communication techniques such as transitional statements, questions, and confirmation statements:

- Show the client that the provider heard and is addressing their needs
- Help providers guide clients along the clinical pathway
- Help providers explore other services the client may need
- All of the above

Question

04/05

The PATH framework is one way to assess a client's:

- Attitudes about becoming a parent
- Desired timing of pregnancy
- Feelings about the importance of preventing pregnancy
- All of the above

Question

05/05

To optimize health outcomes for clients, family planning providers should offer preventive health care that includes:

- Assessing for adequate folic acid intake
- Offering STD services
- Making sure immunizations are up to date
- All of the above

Conclusion

This is the end of *Determining Your Client's Need for Services and Discussing Reproductive Goals* module.

Thank you for joining us. Your feedback is important to us!

Please complete a brief evaluation of this module. After completing the evaluation, you can download your certificate of completion from your FPNTC training account.

Course Evaluation

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References

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