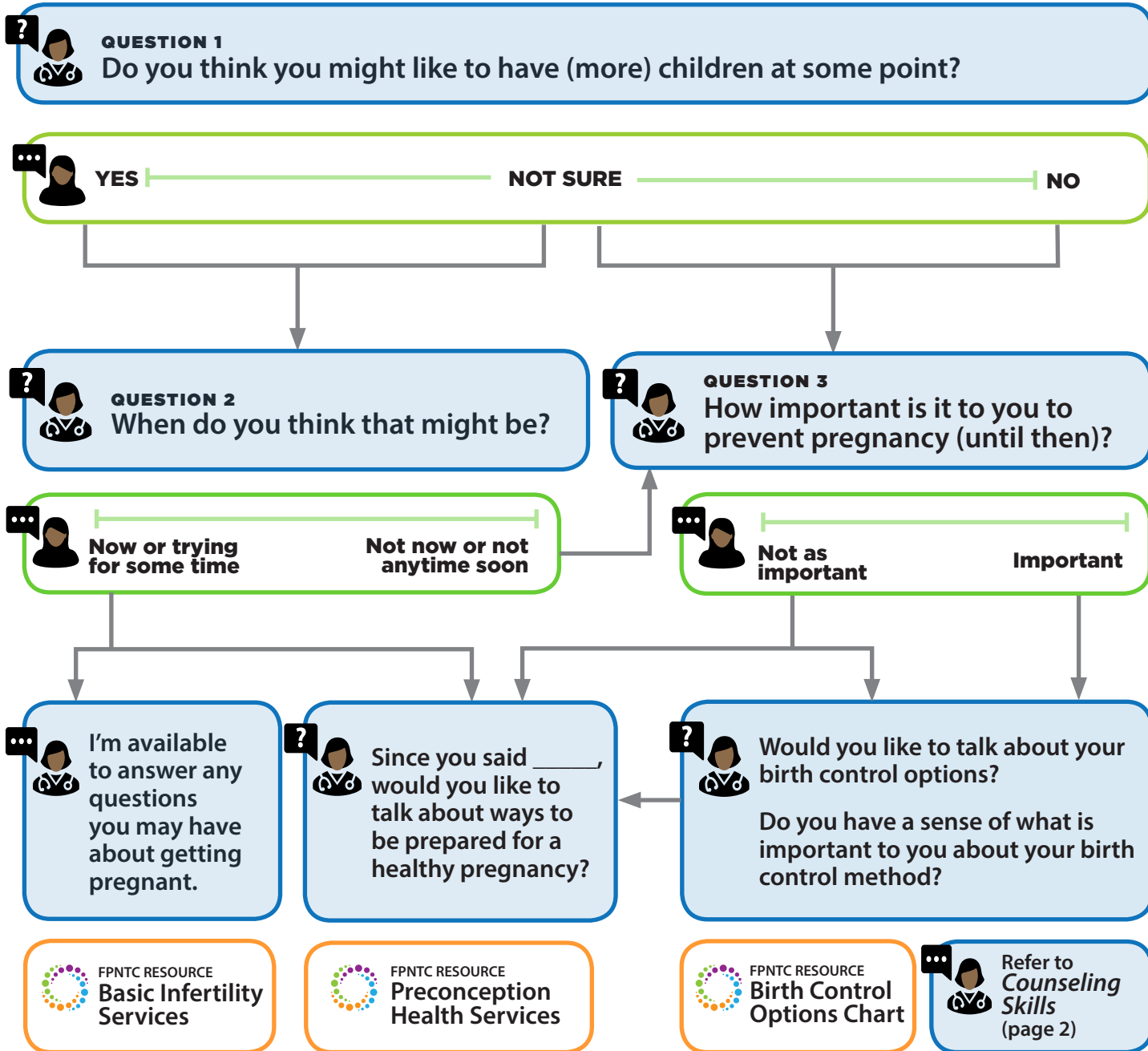


Client-Centered Reproductive Goals & Counseling Flow Chart

FACILITATING A CLIENT-CENTERED DISCUSSION ABOUT REPRODUCTIVE GOALS

The PATH questions are one client-centered approach to assess **P**arenthood/**P**regnancy **A**ttitude, **T**iming, and **H**ow important is pregnancy prevention. PATH can be used with clients of any gender, sexual orientation, or age. PATH is designed to facilitate listening and efficient client-centered conversations about pre-conception care, contraception, and fertility as appropriate.



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FPNTC
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Client-Centered Reproductive Goals Counseling Skills

FACILITATING A CLIENT-CENTERED DISCUSSION ABOUT REPRODUCTIVE GOALS

ELICITING GOALS AND PREFERENCES

TRY THIS

Start with small talk asking about the client's life to build rapport and bring out information relevant to the client's goals.

IT SOUNDS LIKE THIS

"It sounds like you are incredibly busy with work and school. I can see how it could be challenging to make it into the clinic every 3 months for your shot."

Ask open-ended questions about what a client wants from their contraceptive method, rather than asking what contraceptive methods they are interested in.

"Do you have a sense of what is important to you about your birth control method?" (Pause for at least five seconds to allow the client to consider the question.)

Ask probing questions to explore client preferences about method characteristics such as side effects; bleeding pattern; control over removal; ability to conceal; non-contraceptive benefits, etc. Offer options based on their stated preferences. When giving a small amount of information, follow with a relevant question.

"How would that be for you?"

"Has that happened to you?"

"How do you see yourself managing this?"

"Do you have a sense of what else is important to you?"

Find something the client says to agree with, empathize with, or validate before giving additional clarifying information. Instead of "No" or "But," try to start with "Yes! And ___"

Agreement: "Yes, you're absolutely right, AND..."

Display of empathy: "I can see this is concerning to you, AND..."

Validation: "Yes, many of my clients say that, AND..."

TALKING ABOUT METHODS

Point out health-supporting behaviors or knowledge to build rapport. Acknowledge as many positives as possible to the client.

"That is a really great question."

"I wish all of my patients knew that!"

"You are clearly interested in protecting yourself."

Paraphrase what the client says so they know you have heard them, they can correct or confirm, and you can redirect the conversation in a client-centered way.

"It sounds like on the one hand you are saying ____, yet on the other hand you are saying ____, do I have that right?"

Use natural frequencies instead of percentages, and when comparing effectiveness or risk, use common denominators.

"If 100 women have unprotected sex for a year, 85 of them will get pregnant, as compared to maybe 0 or 1 out of 100 using an IUD."

Make sure the client knows that they can always come in to have an IUD or implant removed for any reason, that you are available to help manage side effects, and that return to fertility is immediate.

"This implant is good for up to 3 years, but if you want to get pregnant before then, or would like it removed for any reason, we will remove it any time you want. Your ability to get pregnant will return to whatever is normal for you, immediately."

CONFIRMING

Reflect and validate feelings. Let clients know that you heard them and that their feelings are normal.

"Wow, I think most people would find that really hard to deal with."

Confirm the client's understanding by asking them to phrase information in their own words. Phrase the teach-back request in such a way that the provider takes the responsibility for needing clarification.

"We have discussed many different things today, I would like to be sure I was clear. Can you tell me what you will be doing to prevent heavy periods with your copper IUD?"

