



Building Consultation Skills: Child Care Health Consultation



Child Care Health Consultation

NTI On-site Training



Training Objectives

- Describe the qualifications and role of the child care health consultant (CCHC)
- Identify qualities of effective consultation
- Delineate the seven stages of problem solving



Opening: Role of the CCHC

What are some of the
key roles of the
child care health consultant?



Health and Safety Standards in Child Care

- State licensing procedures impose only *minimum* health and safety requirements for compliance.
- In 1990, NRCR of NAS recommended that the US push for higher standards for health and safety in out-of-home care.
- In response, *Caring for Our Children* was created.



Child Care Health Consultant

CFOC Standard 1.6.0.1

“A facility should identify and engage/partner with a child care health consultant (CCHC) who is a licensed health professional with education and experience in child and community health and child care and preferably specialized training in child care health consultation.”

(APHA, AAP, NRC, 3rd ed., 2011)



Knowledge and Skills of a CCHC

1. Have knowledge of resources and regulations
2. Be comfortable linking health resources with child care facilities
3. Be knowledgeable in 23 additional areas



Role of the NTICCHC

- Founded 1997
- Train-the-trainer program
- Also maintains a curriculum related to health and safety in child care used by NTI graduates across the US



Activity: Knowledge and Skills of a CCHC

- Work on your own or with a partner to solve the puzzle.



What Does Consultation Include?

- Structured series of interactions
- Voluntary and equal relationship
- Problem solving process
- Agreed-upon goal



What Does Consultation Include?

- Working together to identify problems and potential solutions
- Teaching the provider how to handle future problems
 - Empowerment
 - Capacity building
- Without obligation to accept suggestions



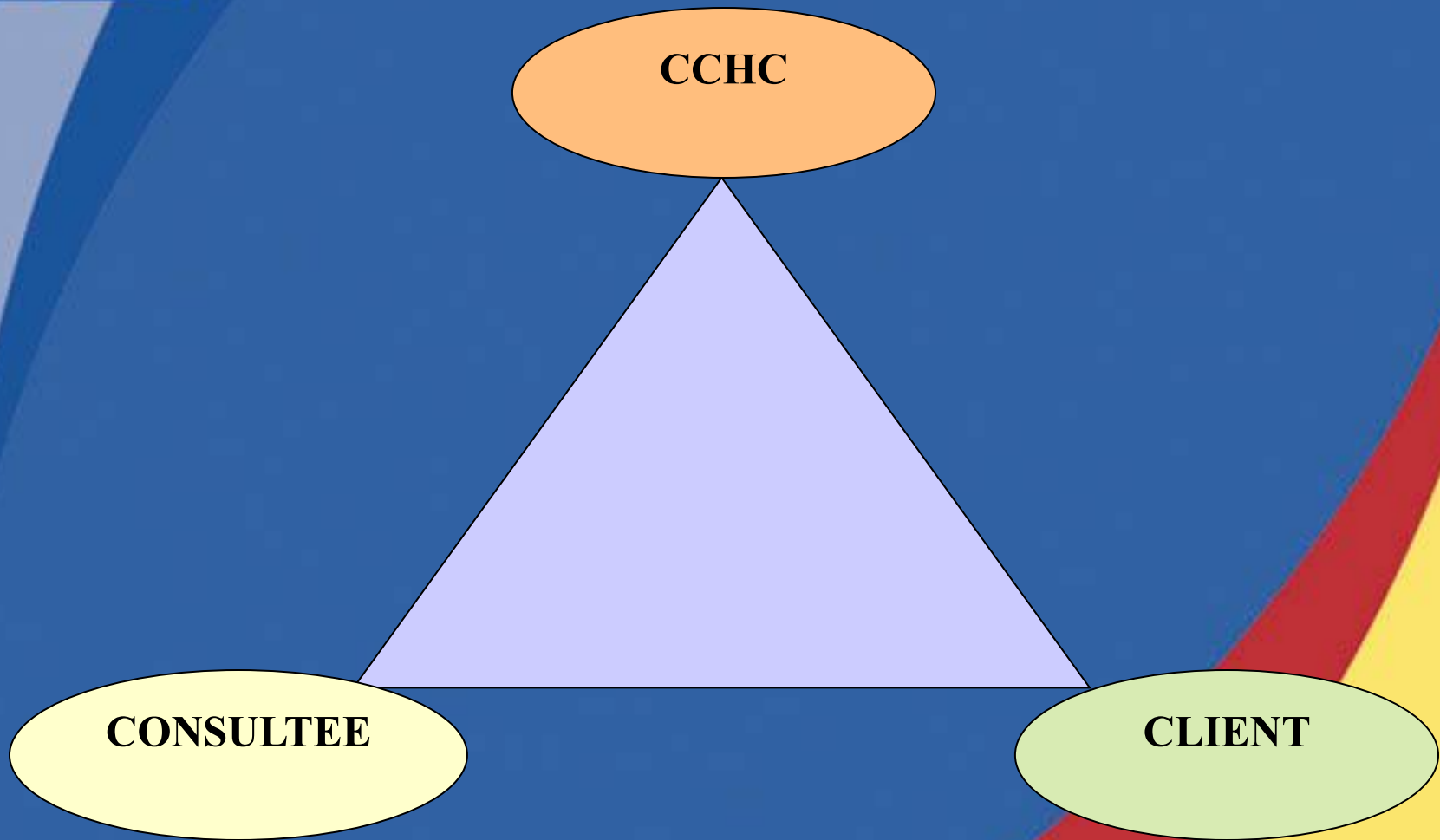
Collaborative Consultation

It is NOT:

- Supervision
- Licensing and regulation
- Client (child) screening and treatment
- Personal consulting



Who is Included in the Consultation Process?





Keys to Success

1. Be prepared.
2. Keep communication open.
3. Be respectful.



Stages of Consultation



IDENTIFY THE PROBLEM

ASSESS THE SITUATION

BUILD THE RELATIONSHIP

PREPARE

(Adapted from Dettmer, Thurston, Dyck, 1993 and Brown, Pryzwansky, Schulte, (1998)



Stages of Problems

- **Development** – Consultee is in an early stage of a new program or problem.
- **Maintenance** – Things are stagnant or are falling behind and need improvement.
- **Decline** – The situation is getting worse, and the consultee recognizes that she cannot solve the problem without help.
- **Crisis** – The consultee is badly in need of help.



Stages of Consultation



EVALUATE

IMPLEMENT

SELECT INTERVENTION

IDENTIFY THE PROBLEM

ASSESS THE SITUATION

BUILD THE RELATIONSHIP

PREPARE

(Adapted from Dettmer, Thurston, Dyck, 1993 and Brown, Pryzwansky, Schulte, (1998)



Activity: Using Consultation Stages

How would you approach this situation using the stages of consultation?



Action Items for the CCHC

- Encourage *CFOC* implementation
- Act as a resource
- Establish a collaborative mode of consultation
- Take time to gather information
- Direct the consultation process via the seven stages



Activity: Incorporating the Environmental Rating Scales

- Working in teams, use your ITERS-R observation scores to identify:
 - 3 items with high programming scores
 - 3 items with low programming scores
 - Areas that were strengths of the facility
 - Areas that need improvement.
- Complete the “Action Plan” worksheet.



Learning Assessment

- List one thing you learned during this presentation.
- List two stages of consultation and describe the role of the CCHC within each stage.



Training Evaluation

Please take 5 minutes to
complete the evaluation.