

Home Visiting



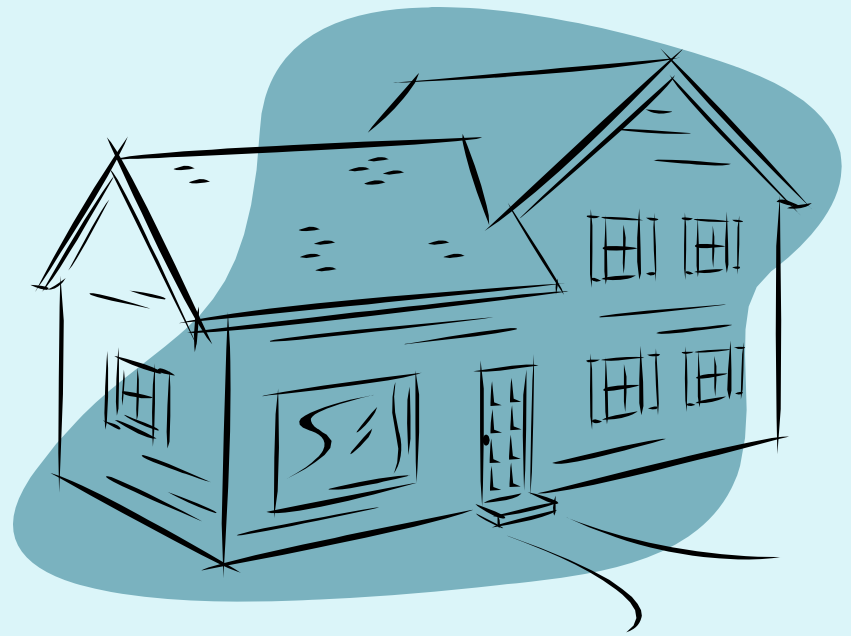
BUILDING RAPPORT AND STAYING SAFE



Agenda



- Environmental Justice
- Health Disparities
- How Do Home Visits Help?
- Cultural Considerations
- Engaging Families
 - Reflective Listening
 - Communication Barriers
- Staying Safe



Why Do Home Visits?



“WE SHOULD NOT EXPECT TO CHANGE LIVES DRAMATICALLY, PARTICULARLY BY VISITING PEOPLE SOMETIMES ONCE OR TWICE A MONTH. BUT WE SHOULD EXPECT TO MAKE A DENT, TO MAKE THEIR LIVES AND THE LIVES OF THEIR CHILDREN AT LEAST A LITTLE BETTER, TAKING SMALL STEPS TOWARDS CHANGE.”

--MATTHEW MELMED

Environmental Justice



- **Fair Treatment**
 - Everyone enjoys the same degree of protection from environmental and health hazards
- **Meaningful Involvement**
 - Everyone has equal access to the decision-making process to have a healthy environment in which to live, learn, and work



Source: Centers for Disease Control and Prevention, Office of Minority Health & Health Disparities, <http://www.cdc.gov/omhd/AMH/EJ.htm>

Health Disparities



- A particular type of health difference that is closely linked with social, economic, and/or environmental disadvantage
- Adversely affects groups who have systematically experienced greater obstacles to health



What Influences Health Disparities?



Discrimination based on. . .

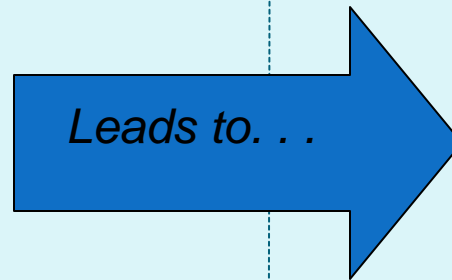
- Race or ethnicity
- Socioeconomic status
- Gender
- Age
- Mental health
- Cognitive, sensory, or physical disability
- Sexual orientation or gender identity
- Geographic location

What Influences Health Disparities?



Discrimination based on. . .

- Race or ethnicity
- Socioeconomic status
- Gender
- Age
- Mental health
- Cognitive, sensory, or physical disability
- Sexual orientation or gender identity
- Geographic location



- Unequal access to health care
- Lower educational attainment
- Language barriers
- Social stigma

What Influences Health Disparities?

Discrimination based on. . .

- Race or ethnicity
- Socioeconomic status
- Gender
- Age
- Mental health
- Cognitive, sensory, or physical disability
- Sexual orientation or gender identity
- Geographic location

Leads to. . .

- Unequal access to health care
- Lower educational attainment
- Language barriers
- Social stigma

Results in. . .

Poorer health outcomes

What's the Connection?

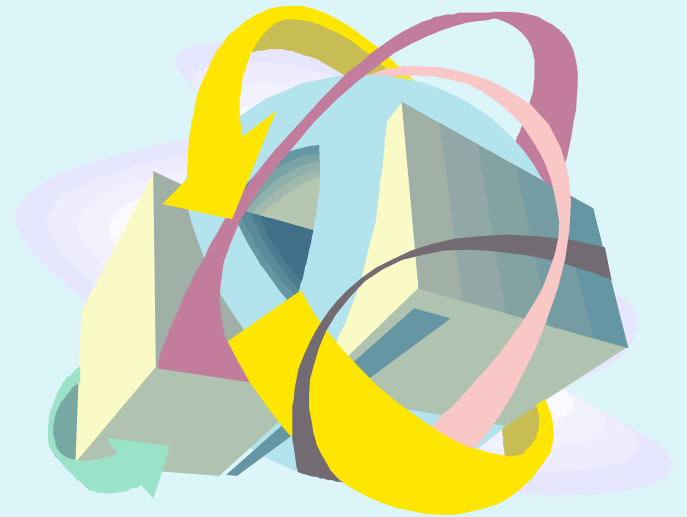


**HOW DO ENVIRONMENTAL JUSTICE FACTORS INFLUENCE HEALTH
DISPARITIES?**

The Connection



- Access to healthy food
- Quality of housing
- Safety
- Access to regular health care
- Quality of the built environment
- Other health factors
 - Smoking
 - Education level



How Do Home Visits Help?



**“HOME VISITING IS BASED ON INDIVIDUALS (THE HOME VISITORS)
MAKING CONNECTIONS WITH OTHER INDIVIDUALS (FAMILIES
TARGETED FOR SERVICES) AND EFFECTING BEHAVIORAL CHANGES.”**

*--REVISITING HOME VISITING
INSTITUTE OF MEDICINE*



How Do Home Visits Help?



- **Secondary prevention**
 - Educate family on pertinent health condition
 - Observe possible causes of health condition in the home
- **Identify other health needs within the family**
- **Increase family's self-efficacy**
 - The belief in one's ability to exercise influence over one's own life



Cultural Considerations



- The home visitor should:
 - Remain flexible and creative in your approach
 - Respect the family as the final authority on what is best for their child
 - Take a holistic view: What else is going on with the family?
 - ✦ What can you reasonably expect the family to do, based on other challenges they are facing?
 - Maintain professional boundaries
 - ✦ Remember that ultimate responsibility lies with the caregivers

Engaging Families



- Ask open-ended questions
- Use a conversational approach, rather than interviewing
- Effective Verbal Messages
 - Keep important messages succinct and free of jargon
 - Be mindful of the possibility for resistance in the listener
- Effective Nonverbal Messages
 - Facial expressions
 - Posture and gestures
- Effective Listening
 - Requires the listener to put aside their thoughts and agenda
 - Conveying an attitude of respect and acceptance
 - ✦ A desire to understand the speaker

Reflective Listening



“The process of restating, in our words, the feeling and/or context that is being expressed and is part of the verbal component of sending and receiving messages. By reflecting back to the speaker what we believe we understand, we validate that person by giving them the experience of being heard and acknowledged. We also provide the opportunity for the speaker to give us feedback about the accuracy of our perceptions, thereby increasing the effectiveness of our overall communication.”

-National Center on Dispute Resolution in Special Education (CADRE)

Reflective Listening



- **Reflecting content**
 - Paraphrase the speaker's words
 - Assures understanding of what was said
- **Reflecting feeling**
 - Ask yourself, "How would I be feeling if I was having this experience?"
 - Validates the speaker
- **Reflecting meaning**
 - Interpreting the deeper meaning behind the words

Communication Barriers



- **Attacking**

- Interrogating
- Criticizing
- Blaming
- Shaming

- **You Messages**

- Moralizing
- Preaching
- Advising
- Diagnosing

- **Showing Power**

- Ordering
- Threatening
- Commanding
- Directing

- **Nonverbal Barriers**

- Rolling eyes
- Crossing arms
- Doodling
- Avoiding eye contact or staring
- Fidgeting with materials

Staying Safe



- Follow agency's policies for home visitation
- Before the visit
 - Make sure someone in your office knows the location of the home visit and when to expect you back in the office
 - Bring only necessary items along to the visit
 - ✦ Put your purse in the trunk prior to driving to the visit
 - Wear clothing and shoes that allow for free movement
 - Wear a name badge
 - ✦ Use a clip-on badge rather than wearing one around your neck
 - Gather information
 - ✦ Who lives in the home?
 - ✦ Pets?

Staying Safe



- **At the visit**
 - Park as close as possible to the client's home
 - ✦ Do not park in the driveway
 - If something feels “off,” don't enter the home
 - Bring a coworker to the visit with you if you feel apprehensive about the visit
 - Be aware of your surroundings
 - ✦ Find out who is in the home during the visit
 - ✦ Position yourself between the client and an exit
 - ✦ Sit in a hard-backed chair
 - Have an excuse to leave prepared before you arrive

Staying Safe



**ABOVE ALL, LISTEN TO YOUR
INSTINCTS! MAKE AN EXCUSE AND
LEAVE IF YOU FEEL UNSAFE**

Questions



- Ellen Bloom, MPH, CHES
Health Educator
Indiana Lead and Healthy Homes Program
Indiana State Department of Health
2 N. Meridian 5J
Indianapolis, IN 46204
- Phone: 317-233-1290
- Email: ebloom2@isdh.in.gov