

PATIENT-CENTERED PRACTICES



Patient-Centered Care in Focus:

In February, the NCDHHS Division of Public Health, Reproductive Health Branch hosted a webinar devoted to skill building around strategies and counseling techniques that promote client-centered contraceptive care. This webinar was not recorded, as participants were invited to practice these strategies through role play in small groups. However, the following tools and frameworks were shared and are available to you to enhance your practice.

- **Shared Decision-Making Framework from Partners in Contraceptive Choice and Knowledge (PICKK)**
 - This website offers a poster and video to walk you through the PHI CARE framework, which can be used once a patient has said they would like to discuss contraception during their visit. It guides providers through discussing the patient’s contraceptive history by asking about past experience, health history, and importance (PHI) and to deliver patient-centered counseling through counseling, autonomy, review, and experience (CARE).
- **Affirm, Share, Ask Cycles for Person-Centered Counseling from the Reproductive Health National Training Center (RHNTC)**
 - RHNTC offers a series of videos for family planning staff that encourage building rapport, demonstrating empathy, sharing information in a way that prioritizes using plain language that can be easily understood, and asking open-ended questions to the client. A [printable palm card](#) is also available to remind you of these steps.

No matter what framework you decide to use based on your personal style and counseling practices, we hope that you will remember that there is no “best” method of contraception for everyone. Finding the preferred method that aligns with the client’s individual **values, preferences, needs, and desires** should be the goal of every encounter. Be on the lookout for additional opportunities from the Reproductive Health Branch on this important topic!

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Patient-Centered Care in Practice: Fact Forward

Title X services are supportive of adolescents who are seeking reproductive health care. This population is at a higher risk of experiencing unintended pregnancy and sexually transmitted infections, which is why Title X clinics should encourage **confidentiality, accessible hours, sliding scale fees, and client-centered care**, all of which could encourage young adults to access reproductive care services.

Fact Forward is a South Carolina based non-profit that has been leading work on advancing adolescent health education since 1994. They provide training, curriculum, and technical assistance in the Carolinas to ensure that those working with young adults can provide medically accurate information about contraception and safer sex practices. Their website has great information and printable resources for parents, educators, health care providers, and faith leaders about how to reach out to the adolescents in their life and begin having conversations about healthy relationships and their reproductive health.

North Carolina Adolescent Health Spring Summit

This April, Fact Forward will be hosting their second annual **Adolescent Health Spring Summit** in Gastonia, NC! This conference promises a chance for connection, engagement, and networking with subject matter experts and youth-serving professionals, all while exploring current trends, research, and best practices concerning adolescent health education and wellness. The keynote and breakout sessions are designed to inspire and equip you with the necessary tools to promote healthy behaviors and positive youth outcomes. Youth-serving professionals can register now for the two-day summit!

Adolescent Health Spring Summit

April 8-9, 2025 | Gastonia, NC

Scholarship Opportunities Available



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Training Opportunities from the Reproductive Health Branch

- **Now available online:**

- Mandatory Reporting Office Hours presented by Kirsten Leloudis of UNC School of Government
- Family Planning Media Review Webinar (FY24-25)
- Family Planning/Maternal Health FY26 AA Webinar



- **Upcoming Live Webinars**

- **April 10, 2025:** Trauma-Informed Care in the Workplace from 1:00pm - 2:00pm
- **April 28, 2025:** Family Planning Medicaid Outreach and Education Toolkit Webinar from 10:00am - 11:30am

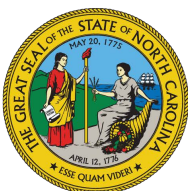
- Use the links above to register for these opportunities today! All webinars will be recorded and posted on the Women, Infant, and Community Wellness Section website.
- Community Wellness Section website.



**WE WANT YOUR
FEEDBACK**

Past issues of the “Patient-Centered Practices” newsletter are now archived on the Resources page of the Women, Infant, and Community Wellness website for easy access. They are also now archived on Smartsheet.

We would love to highlight your Title X clinic in a future newsletter! Reach out to Jessica Johnson, Patient Experience Coordinator, at Jessica.L.Johnson@dhhs.nc.gov with ideas or to be featured.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Public Health

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