

Policy 4.02 Client Breastfeeding Education

Policy Language	ME Reviewer Guidance	Local Agency Compliance Tips
<p>3a. <i>Pregnant clients opting to receive peer counseling services shall be contacted during the prenatal period to provide anticipatory guidance on how WIC supports breastfeeding.</i></p>	<p>Using Nutrition and Breastfeeding Education Tool, reviewers will observe PC with PG client. Do they offer education based on mother’s questions and concerns? Or... Using Record Review Tool, reviewers will look at past PG client records.</p> <ol style="list-style-type: none"> 1. Did PG client opt to receive peer counseling services? <ol style="list-style-type: none"> a. Look in Referral section of MI-WIC to see if PC referral was offered. Is the Referred or Current column to the left of “BF Peer Counselor” checked? (If Disc is checked, this means client has declined peer services.) 2. Was PG client contacted during the prenatal period? <ol style="list-style-type: none"> a. Look in Contact History and/or BF Notes grids to see if PC education was provided and documented. b. Might also see documentation in NE grid. 	
<p>3b. An attempt to contact a client for breastfeeding support must be made within one to two business days after notification of a baby’s birth and the family’s intention to breastfeed. Attempts may be made by a phone call, text message, video conferencing, or home, hospital, or WIC clinic visit. If the family calls to report the birth of their baby or request a new appointment, breastfeeding support will be offered during the call.</p>	<p>Using Record Review Tool, reviewers will look at past BP/IBP or BE/IBE records beginning December 2020.</p> <ol style="list-style-type: none"> 1. First step is to see when LA was notified of the baby’s birth. <ol style="list-style-type: none"> a. Look at infant’s record and select the Precertification screen. b. Look in the Applicant box grid to see the Application Date (this is when they called to schedule the appointment) 2. Second step is to see when clients were contacted. Look in mother’s Breastfeeding screen/BF Support tab in Contact History or Breastfeeding Notes grid to see if breastfeeding education was offered and documented 	<p>How do BF staff know when a baby has been added to MI-WIC? Best Practice is as follows:</p> <ol style="list-style-type: none"> 1. When clients call to schedule and notify the LA about the birth of their baby, the Clerk makes a referral to the PC on the referral screen. (Clerks have this role permission, but techs do not.) ** <ol style="list-style-type: none"> a. In the Guided Script, click Referrals. b. In the column to the right “Individual Referrals”, double-click the row “BF Peer Counselor.” c. After the pop-up box opens, click Add. d. Choose the BF Peer Counselor you would like to refer to. e. Click “Save” f. If you need more thorough instructions on how to make a referral, please see the LMS MI-WIC

		<p>All Clinic Staff Training, Lesson 5 (Certification Screens).</p> <p>2. Peers run the list of clients referred to community resources. In MI-WIC clinic module, select Reports > Education and Referrals > Clients Referred to Community Resources. Select LA or Clinic, select date range, select Community Resource – Run Report.</p>
<p>3c. If the client requests breastfeeding assistance, an immediate referral shall be made to appropriate breastfeeding staff and follow-up shall be provided within one to two business days.</p>	<p>Using Record Review Tool, reviewers will look at past PG client records beginning December 2020.</p> <ol style="list-style-type: none"> 1. First step is to see when client requested BF assistance. <ol style="list-style-type: none"> a. Look in Referral section of MI-WIC. Is the Ref column to the left of BF Peer Counselor, BF Lactation Specialist or BF Lactation Consultant checked? b. Double-click on the referral line. A pop-up box will open that shows the date referral was made. 2. Second step is to see when clients were contacted. Look in Breastfeeding screen/BF Support tab in Contact History or Breastfeeding Notes grid to see if breastfeeding education offered and documented. 	
<p>3d. If the client has been issued a breast pump, the client must be contacted within two business days to assess effectiveness and proper usage. If the client is experiencing discomfort or other pump issues, breastfeeding staff shall contact the client the next business day.</p>	<p>Using Record Review Tool, reviewers will look at clients issued a breast pump beginning December 2020.</p> <ol style="list-style-type: none"> 1. Run breast pump report called Client List by Pump Model. Gather client name & date of issuance from this report. 2. Confirm date of pump issuance in BF Aids tab. 3. Look in BF Support tab in the BF Notes grid to see if education provided within 2 business days of pump issuance. 	

** The referral screen can't be accessed if the client has *not been* certified or is terminated. Work-around for this problem is to enter a call-back for a PC. Clerks did not previously have the ability to make changes on the BF Support tab. That was updated as of 3/11/2021.

1. In the Guided Script, click BF Assessment.
2. Select the BF Support tab.
3. In the Contact History Grid. Click "Add".
4. Select "Phone" for the Method, check Contact Made box, enter Breastfeeding Support for the topic, enter a call back date. select "Needs Review" for Eval.

Date*	Pr...	P.	Method*	Contac...	Topic/No Contact*	Call Back Dat...	Achieved Date	
1/21/2021	NA...	M...	Phone	<input checked="" type="checkbox"/>	Breastfeeding: Basics	4/21/2021		Achiev
12/22/2020	NA...	M...	Phone	<input type="checkbox"/>	Left Message	1/21/2021	1/21/2021	Achiev
5/28/2014	OR...		Phone	<input type="checkbox"/>	Left Message	6/3/2014	5/28/2014	Needs
1/20/2016	OR...		Phone	<input checked="" type="checkbox"/>	BF - Adding Supplemental F...			Achiev
1/12/2016	OR...		Individual	<input checked="" type="checkbox"/>	Prevention of Common Bre...			Achiev
12/29/2015	OR...		Individual	<input checked="" type="checkbox"/>	Breastfeeding: Basics			Achiev
0/15/2015	OR...		Group/Class	<input type="checkbox"/>	Breastfeeding: Basics			Achiev

Peer counselors will then need to run the Client Call Back List daily.

1. In the MI-WIC clinic module select Reports
2. Select Breastfeeding > Client Call Back List.
3. Select LA or clinic and date range.
4. Run report.