

Preparation for Management Evaluation (ME) Breastfeeding Specific

Certification/Observation Tool

This tool is used to observe the whole certification process. Observes the CPA (and clerk to some degree) in providing breastfeeding encouragement and support. Records should include different client types. Looks at ~8 client interactions = observations. Might also look at MI-WIC afterwards to look at documentation.

- Does the CPA discuss the client's BF goals? (MI-WIC Policy 4.02)
- Are clients provided with BF education and support? (MI-WIC Policy 4.01)
- If pump is issued, see Nutrition & Breastfeeding Education Tool, page 4.
- Do all WIC staff encourage, educate and support clients in the breastfeeding decisions? (MI-WIC Policy 4.01)
- Are clients offered the option to receive breastfeeding support (peer counseling, support group, classes, and coordinated services)? (MI-WIC Policy 4.02)
- Are pregnant and breastfeeding clients referred for peer counseling or additional lactation support for issues exceeding staff's scope of practice? (MI-WIC Policy 4.01)
- Is the "No Food Benefits" package assigned (and issued) to the IBE infant when the BE woman receives a BE package? (MI-WIC Policy 7.01 & 7.04)
- Is the food package customized to an appropriate amount (e.g., not more than current use) of formula for breastfed infants receiving formula? (MI-WIC Policy 4.02, 7.01, 7.04, 7.05)

Nutrition and Breastfeeding Education

This observes education that is NOT part of the certification process. Observe Breast pump issuance and Peer Counselor interactions with client.

- Breast Pump Issuance:
 - Was the client provided education on
 - Manual expression?
 - Pump assembly and cleaning?
 - Handling and storing breast milk?
 - Was breast pump release signed?
 - Was the contact documented? (BF support tab or NE grid?)
- Breastfeeding Peer Counselors
 - PG clients provided support for breastfeeding questions/problems?
 - Contact documented? (BF support tab or NE grid?)
 - Breastfeeding clients provided support for breastfeeding questions/problems?
 - Contact documented? (BF support tab or NE grid?)
 - How are referrals made to the IBCLC?

Administration

The what, who, and how BF support is being provided at the LA. Coordinator would (hopefully) complete ahead of time. BF Coordinator should complete the BF section. Glean special recognitions from this form. May also contain updated staff information.

- Does the facility provide a private space for breastfeeding and/or expressing milk that includes comfortable seating, electrical outlet, flat surface (table or counter) and cleaning supplies? (MI-WIC policy 4.01)
- How does the agency assure that (BF) applicants are scheduled within 10 days?
- Does the agency have a clinic environment that promotes and supports exclusive breastfeeding by displaying breastfeeding educational and promotional materials? (MI-WIC Policy 4.01)
 - Do material reflect diversity of clients served?
 - Are materials free of formula names, images and/or bottles?
 - Are the materials prominently displayed in areas visible to clients?

- Does the agency orient and train staff on their roles and responsibilities in the promotion and support of exclusive breastfeeding? (MI-WIC Policy 1.07, 4.01, 12.01)
 - Breastfeeding policies and agency goals?
 - Training and documentation requirements?
 - Breast pump issuance?
- What breastfeeding promotion and support activities are available to clients prenatally and during the postpartum period? BF classes, support groups, peer counselors, other? (MI-WIC Policy 4.01, 4.02)
- What are the after-hours availability of the Peer Counselor? (e.g. cell phone use, extended clinic hrs – evening, weekend, etc.) (MI-WIC Policy 12.02)
- Does the agency maintain an up-to-date breast pump inventory? (MI-WIC Policy 4.04)
 - Who monitors?
 - How often?
- Is there a process in place to address the client's breastfeeding concerns prior to a food package or breastfeeding status change?

Outreach Tool

- Does the program coordinate breastfeeding outreach efforts?

Record Review

Review *past* records (last year) for provision of breastfeeding education and support, and the follow-up to issues/problems. Breast pump review on past issuances of pumps and their follow-up. Done ahead of time by the reviewers & Hanna (breast pumps)

- PG client referred to PC services contacted during the prenatal period? (MI-WIC Policy 4.02)
- Client contacted by PC or BF staff within 1-2 business days after notification of a baby's birth? (MI-WIC Policy 4.02)
- Client referred for BF assistance receive follow-up within 1-2 business days? (MI-WIC Policy 4.02)
- Food package assigned is appropriate for the client category and/or Breastfeeding status (dyad)?
- Appropriate formula amt. issued for current BF?
- Review roles and verify staff credentials and training for ALL agency staff:
 - BF Coordinator, BF Peer Manager, Lactation Consultant.
 - All staff complete breastfeeding edu 4x/year?
- Are appointments available for new PG, BF woman within 10 days?
- Breast pumps:
 - Are clients contacted within 2 days of pump issuance?
 - Is the agency monitoring past due pumps?
 - Is monthly follow-up on overdue pumps documented?
 - Are pumps issued with a release?
 - Are pumps returned with a receipt?

CPA Observation Tool

WIC coordinators are required to do an *annual review* of all staff. This tool could be used for that. It is an abbreviated version of the full Certification/ Observation Tool.

Annual Clinics Review Tool

Used for LA to do an Annual review of each of their clinics. Centers around the facility environment for breastfeeding.

Indicator Guide

Reference tool to the Indicators and Criteria. This is what is in the Access database. Each indicator is listed out.