

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>See Breastfeeding Anticipatory Guidance Topics Checklist</p>
<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.</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? There are 3 options available to notify staff.</p> <ol style="list-style-type: none"> 1. Schedule appt for either P-Cert or BF Call Back. 2. Make a referral to PC (if parent is currently certified). Problem: The referral screen can't be accessed if the client has <i>not been</i> certified or has been terminated 3. Put them on the Client Call Back List. Problem: Terminated clients do not show up on the list. <p>See below for specific instructions on how to complete each of these options.</p>
<p>3c. If the client requests breastfeeding assistance, an immediate referral shall be made to appropriate</p>	<p>Using Record Review Tool, reviewers will look at past PG client records.</p> <ol style="list-style-type: none"> 1. First step is to see when client requested BF assistance. 	<p>LA staff make referral to appropriate BF staff (PC, Level 3 staff, IBCLC) depending on scope of concern/issue.</p>

<p>breastfeeding staff and follow-up shall be provided within one to two business days.</p>	<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. <p>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>	
<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.</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 was offered and document within 2 business days of pump issuance. 	<p>There are 3 possible options available to follow up with a client after pump issuance.</p> <ol style="list-style-type: none"> 1. Make a referral to PC. 2. Put them on the Client Call Back List. 3. Add client to appt. schedule <p>See below for specific instructions on how to complete each of these options. Note: an attempt to contact client will meet requirements, as long as that attempt is document.</p>

To add client to the appointment schedule

When clients call to notify the LA about the birth of their baby, **Clerks** schedule a P-Cert appointment or a BF Support if unable to schedule a P-Cert within 2 days.

If you don't already have an existing BF Call Back (or similar) column, create a new column in the Admin Module. Agency can either edit an existing template and add a 'new BF call back column' to existing daily templates OR create a new template with one column 'BF Call Backs' and then generate daily. In the future before new daily schedules are generated, they can go in and adjust their templates and add this column. If you don't know how to do this, contact Heather Sanders at SandersH@michigan.gov

1. Clerks add the client's name to the designated Appointment Column
2. Peers, or other designated BF staff, check appt list daily by running the Clinic Appointment List Report and reaching out to clients.

Be sure to rectify to all scheduled call-back appointments at the end of each day:

- a. If an attempt to contact the client was made, mark as 'attended' and document contact in Breastfeeding Notes grid.
 - b. If no attempt to contact the client was made, move the appointment to the next day.
3. Breastfeeding Coordinators can monitor the process with the following options:
- Pull Clinic Appt List report daily, selecting PCERT and a couple weeks in the future to find the newly scheduled PCERTs. Check to see if your LA's process was done (referral added, callback scheduled, appt scheduled in BFPC column, etc.)

- Active Record Review
- Peers run weekly pre-defined report and go into each one on the list and verify compliance

Note: If able to get new baby/parent scheduled within 1-2 business days, the P-Cert appointment ‘counts’ as breastfeeding support. It is assumed that during the PCERT appt, breastfeeding support would be offered. If client does not show for their appointment, this still ‘counts’ as an attempt to offer BF support

To make a referral to the PC

When clients call to schedule and notify the LA about the birth of their baby, **Clerks** makes a referral to the PC on the referral screen. (Clerks have this role permission, but techs do not.)

1. In the Guided Script, click Referrals.
2. In the column to the right “Individual Referrals”, double-click the row “BF Peer Counselor.”
3. After the pop-up box opens, click Add.
4. Choose the BF Peer Counselor you would like to refer to.
5. Click “Save”

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.

For more detailed information, see the PowerPoint developed by Macomb County WIC Clinic. [Use Referrals in MI-WIC to Comply with Policy 4.02](#)

To enter a call back for the PC

When clients call to schedule and notify the LA about the birth of their baby, **Clerks** add the client’s name to the Call Back List for the PC.

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.

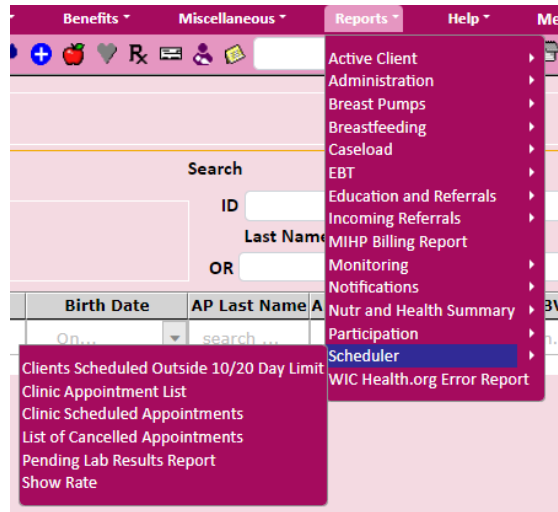
Contact History									
	Date*	Pr...	P.	Method*	Contac...	Topic/No Contact*	Call Back Dat...	Achieved Date	
	1/21/2021	NA...	M...	Phone	<input checked="" type="checkbox"/>	Breastfeeding: Basics	4/21/2021		Achiev
	12/22/2020	NA...	M...	Phone	<input type="checkbox"/>	Left Message	1/21/2021	1/21/2021	Achiev
	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
	01/15/2015	OR...		Group/Class	<input type="checkbox"/>	Breastfeeding: Basics			Achiev

Peer counselors 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.

Breastfeeding Coordinator auditing tips:

Pull the Clinic Appointment List Report.



Recommended parameters for the Report:

- At least 2 weeks or more into the future to catch any newly added appts.
- Select PCERTs or CERTs, depending on how your local agency assigns the appointment.
- We don't recommend assigning specific categories because you might miss some clients that way.

Note: In addition to BP/BE clients, you should also look at:

PG clients: Sometimes truly PG, but sometimes they are postpartum, and the category hasn't been changed.

IFF clients: Sometimes they are still lactating and a good idea to double check if a referral/contact is needed.

Recommend the clerks put a note into the BF Notes designating if they are unclear if the parent is breast/chestfeeding or if an IFF baby is receiving human milk. This will help the PC doing calls and the BFC doing audits.