

LA IBCLC Orientation

Local Agency Orientation

Local Agency (LA) vs. Subcontracted IBCLC

	LA IBCLC	Subcontracted IBCLC
Time	IBCLC hours are included in clinic position hours.	
Pay	Staff should receive additional pay when working in this advanced clinical role	
Training	LA pays for required trainings as per Policy 1.07A Staff Training Plan (annual implicit bias & civil rights training)	Civil Rights training required & paid for by LA. Other trainings paid for by contractor.

Options for Subcontracted IBCLC


Note: unless the subcontract is short-term (less than 3 months), it is recommended that the subcontracted IBCLC has access to MI-WIC. This allows the IBCLC to have access to the chart to gain knowledge about the family and be able to document directly.

	Access to MI-WIC	No Access to MI-WIC
Training for MI-WIC	Must be paid for by LA (include hours and access)	N/A
Referrals	IBCLC checks MI-WIC on a regular basis to look for referrals.	The IBCLC and LA must develop a system for making referrals.
Documentation	IBCLC directly documents and uploads care plan into MI-WIC	The IBCLC provides a written care plan to the LA and LA staff upload it into MI-WIC.

Items to be discussed between IBCLC & Supervisor

Time

- What hours will be IBCLC be available to see clients?
 - If IBCLC is employed by the LA, will they see clients while being employed in their other role, or on their own schedule?
- Include a discussion of home visits. Travel time included? When will those visits be done?
- How will hours be tracked?
- How will hours be communicated (email, online document, timesheet)?



Items to be discussed between IBCLC & Supervisor

Payment

- Rate of pay
 - This [USLCA survey](#) can help guide the discussion although look at this data cautiously. We recommend a local salary survey.
- How often payment will occur
- Inclusion of travel/supplies/mileage
- Inclusion of time spent charting and communication with HCPs, local agency staff



Tour the facility

- Provide IBCLC with key or some way to access clinic
- Show the location, amount and types of breast pumps, kits and aids.



Introductions

- Meet all staff who will be referring to the IBCLC.
- Meet operations staff (non-WIC staff whom IBCLC may be interacting with such as health department or school).
- Meet community partners who provide care to families in the community (hospital IBCLC, other community lactation providers, doulas, mental health providers and HCPs).

Resources

Shadow another LA IBCLC.

Find a list of Level 3 & Level 4 staff [here](#)

Review Policy [1.07 LA Staffing & Training](#)

Review Policy 1.07A [Staff Training Plan](#)

Review [Specialty Feeding Equipment documents](#) in section “Staff Tools and Guides”

Review MDHHS [Training Resources](#)

Review MDHHS [Client Education Resources](#)



Orientation to Clinical Role

Michigan WIC Policies Related to IBCLC

- Review and share with IBCLC:
 - [MI-WIC Policy 1.07 Local Agency Staffing and Training](#)
 - [Policy 4.02 Client Breastfeeding Education](#)

Scope of Practice

Review and share Michigan WIC [Breastfeeding Scope of Practice by Staff Level](#) to assess if case is appropriate for IBCLC

Determine a plan with clinic staff members how to triage back to Level 3 and Level 2 staff.



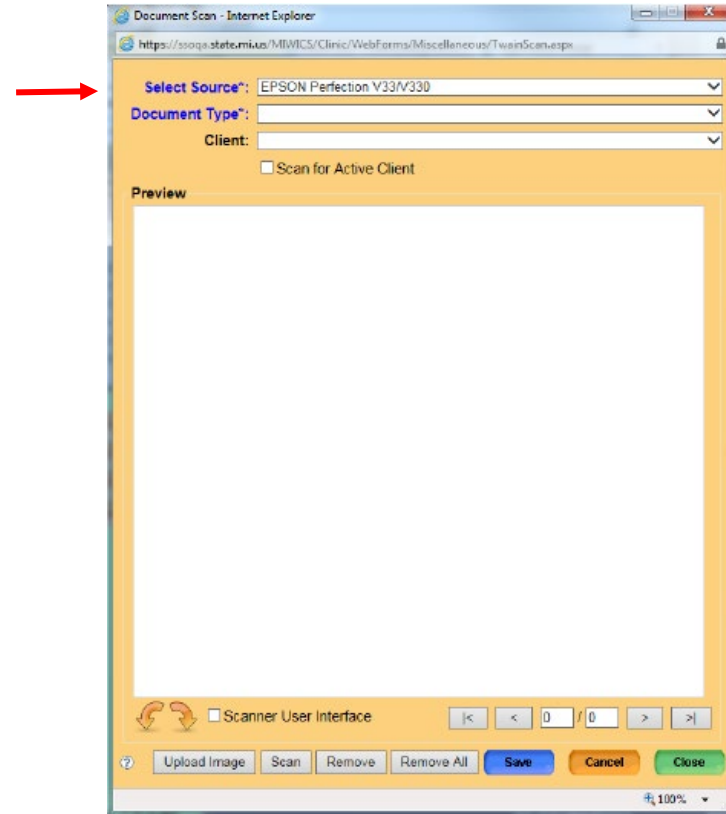
Assessment and Feeding Plan

Breastfeeding
Assessment Tool and
IBCLC Feeding Plan

Documentation

Note: this section is for LA IBCLCs only. Contractors without access to MI- WIC will give document to a WIC employee to upload for them. Be sure to encrypt emails when sending client information.

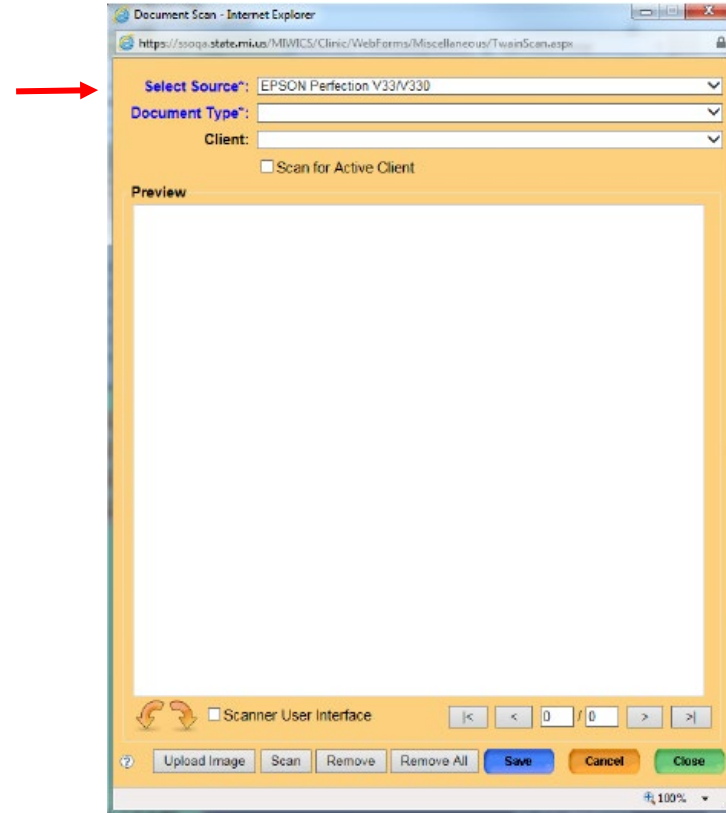
“Select Source” will default to the scanner you have installed on your computer.



Documentation

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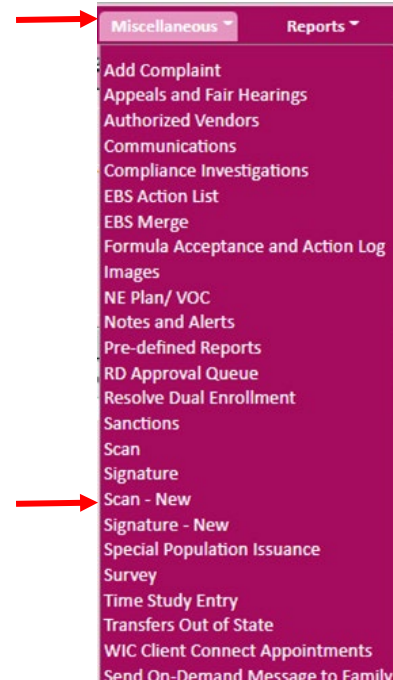
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Documentation

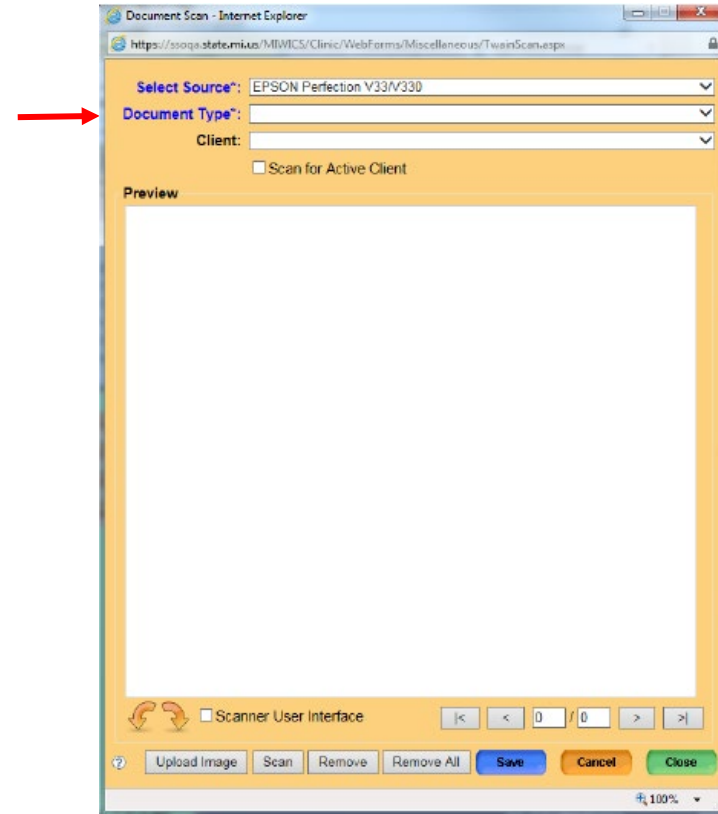
Once complete, scan or upload the care plan into MI-WIC *under the parent*. Contracted IBCLCs without MI-WIC access will need a WIC employee to do this. It is expected that documents be uploaded within 2 business days of visit..

File menu bar > Miscellaneous > Scan - New



Documentation

Select “Medical Documentation” in the “Document Type” dropdown list.



The screenshot shows a web browser window titled "Document Scan - Internet Explorer" with the URL <https://ssoqa.stete.miu.edu/MIWICS/Clinic/WebForms/Miscellaneous/TwinScan.aspx>. The form has a yellow background and contains the following elements:

- Select Source*:** A dropdown menu with "EPSON Perfection V33/V330" selected.
- Document Type*:** A dropdown menu, which is highlighted by a red arrow pointing to it from the left.
- Client:** A dropdown menu.
- Scan for Active Client
- Preview:** A large empty rectangular area.
- Scanner User Interface
- Navigation buttons: |< < 0 / 0 > >|
- Action buttons: Upload Image, Scan, Remove, Remove All, Save, Cancel, Close.
- Zoom: 100%

Documentation

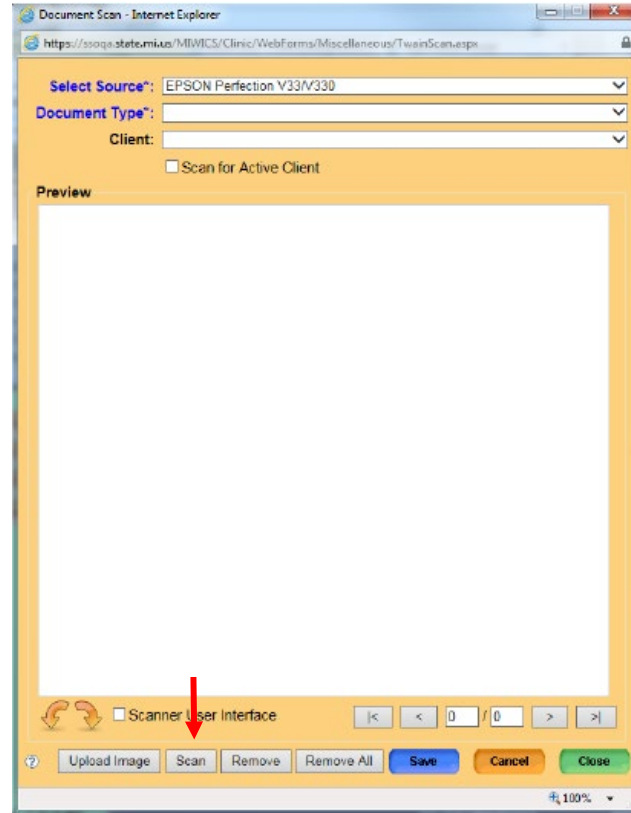
Select the client the care plan is being created for from the “Client” dropdown list, or check “Scan for Active Client” checkbox as applicable.

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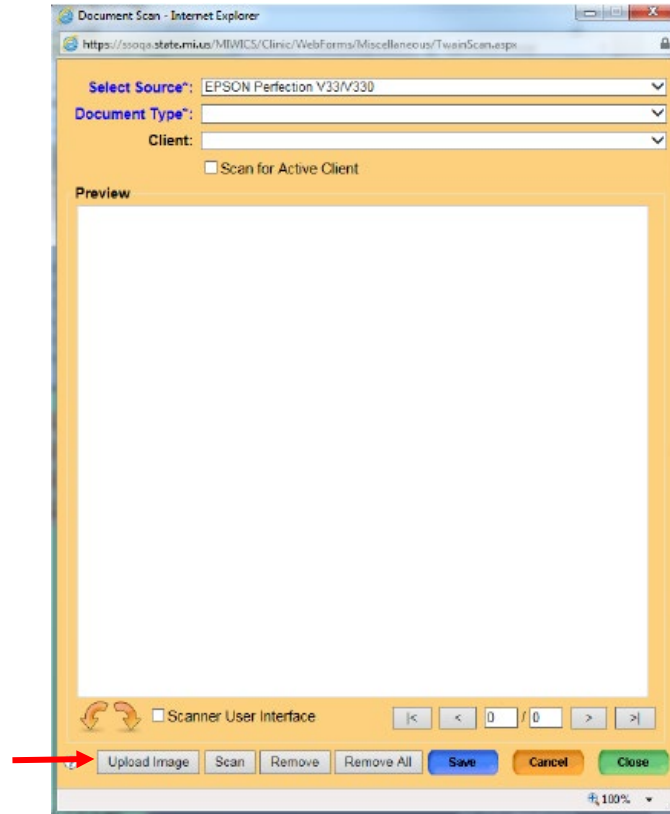
Documentation

If written or printed, load the care plan into scanner and select “Scan”.



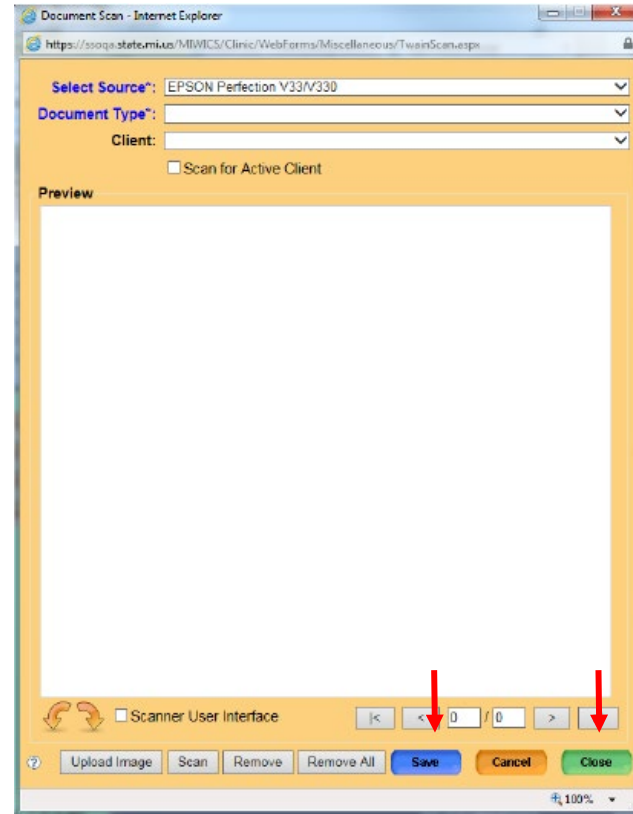
Documentation

If saved on your computer as an image (.jpg), select “Upload Image” and select the appropriate file.



Documentation

Once scanned/ uploaded, a preview will display.
Select “Save” or “Close” when finished.



Documentation

Once a scanned/ uploaded, the care plan is available to view within the Images screen.



Follow - Up in MI- WIC

Policy [4.02 Client Breastfeeding Education](#) 3c states follow-up to referrals shall be provided within one to two business days.

Contracted IBCLCs *without* MI-WIC access will need to work with their WIC agency on the process of receiving referrals to the IBCLC and scheduling appointments.

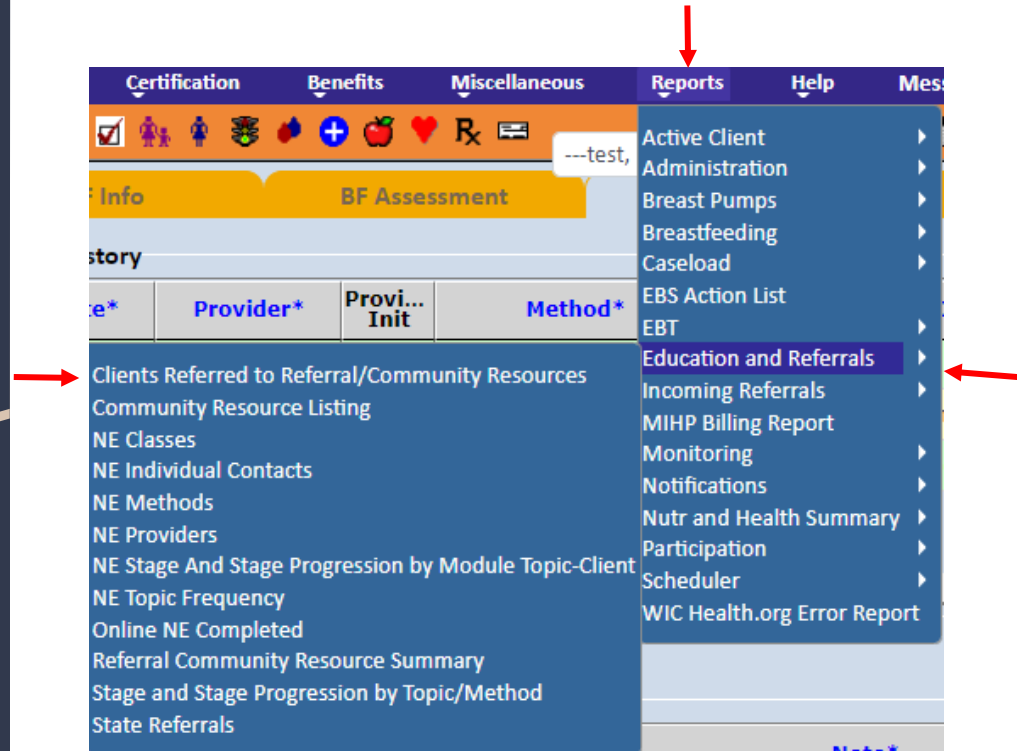
For IBCLCs *with* MI-WIC access, there are 3 options for follow-up:

1. Use the call back list.
2. Make a referral back to the IBCLC (yourself).
3. Make an BFLC/BFLCV appointment.

Follow - Up in MI- WIC

Referrals

File menu bar > Reports > Education and Referrals >
Clients Referred to Referral/ Community Resources



Follow - Up in MI- WIC

Referrals

Select the LA or clinic, date range, the Community Resource the agency has agreed upon as the IBCLC's referral. > Run Report

Report Parameters - Google Chrome

miwic-uat.state.mi.us/MIWICS/Clinic/WebForms/Reporting/ReportParams.aspx?fiFAlYRQYXJ...

Clients Referred to Referral/Community Resources

State

Local Agency

Clinic

010000 District Health Department No. 2

Date From 8/9/2022

Date Thru 8/10/2022

Community Resource test

Run Report Cancel

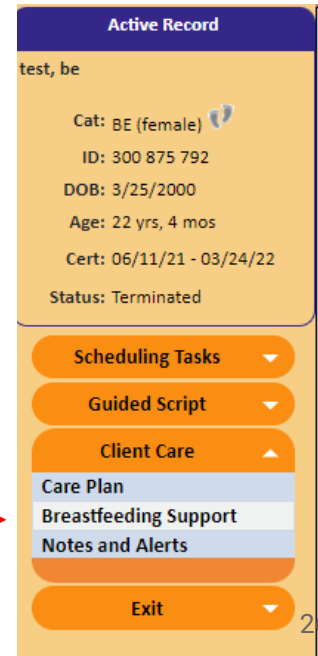
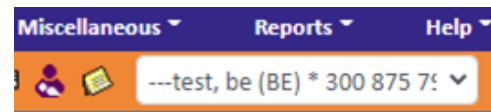
Follow - Up in MI- WIC

Scheduling Call backs

Access the Breastfeeding Support screen

Click on the Breastfeeding Support icon on the
Toolbar

From the Side Menu Panel, select Client Care >
Breastfeeding Support



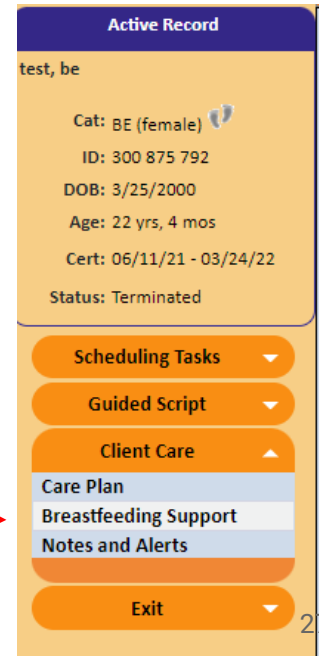
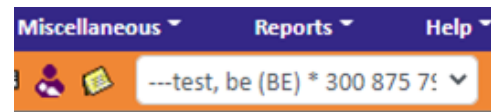
Follow - Up in MI- WIC

Scheduling Call backs

Access the client's Breastfeeding Support screen

Click on the Breastfeeding Support icon on the
Toolbar OR

From the Side Menu Panel, select Client Care >
Breastfeeding Support



Follow - Up in MI- WIC

Scheduling Call backs

Under Contact History, select Add

Date*	Provider*	Provide Init	Method*	Contact Made	Topic/No Contact*	Populate to NE	Call Back Date	Achieved
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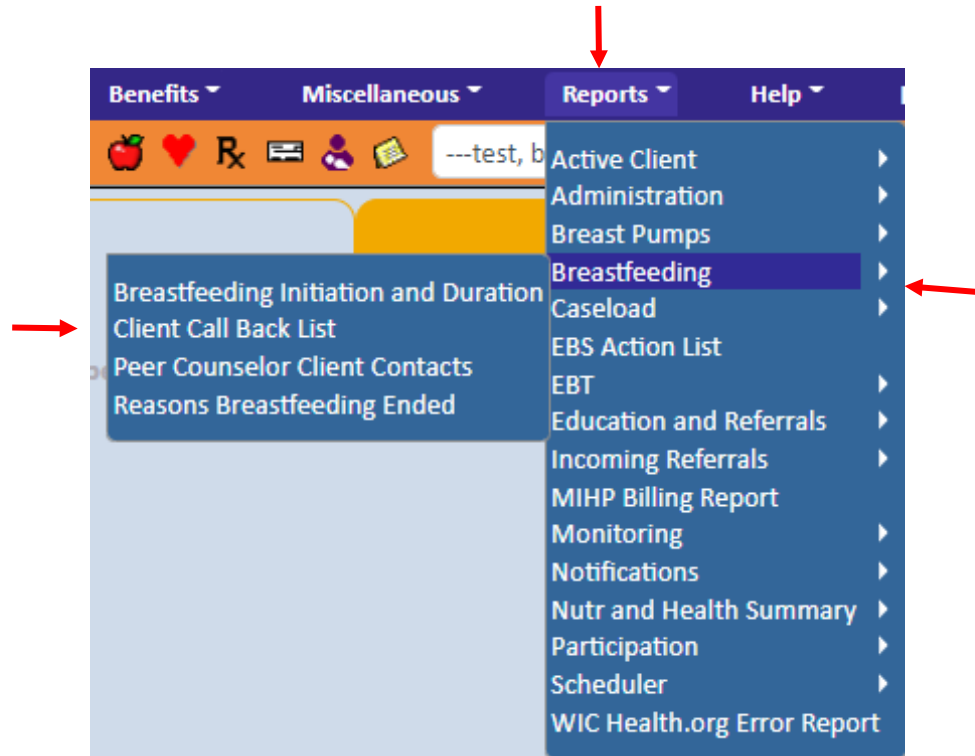
Enter initials, method contact was attempted/ provided, check the Contact Made checkbox if the contact was successful (if not, leave blank), select the topic discussed or no contact reason, enter a call back date if applicable, and select the evaluation method > Save.

Documenting Breastfeeding Support [Guide](#).

Follow - Up in MI- WIC

How to pull the Client Call Back List

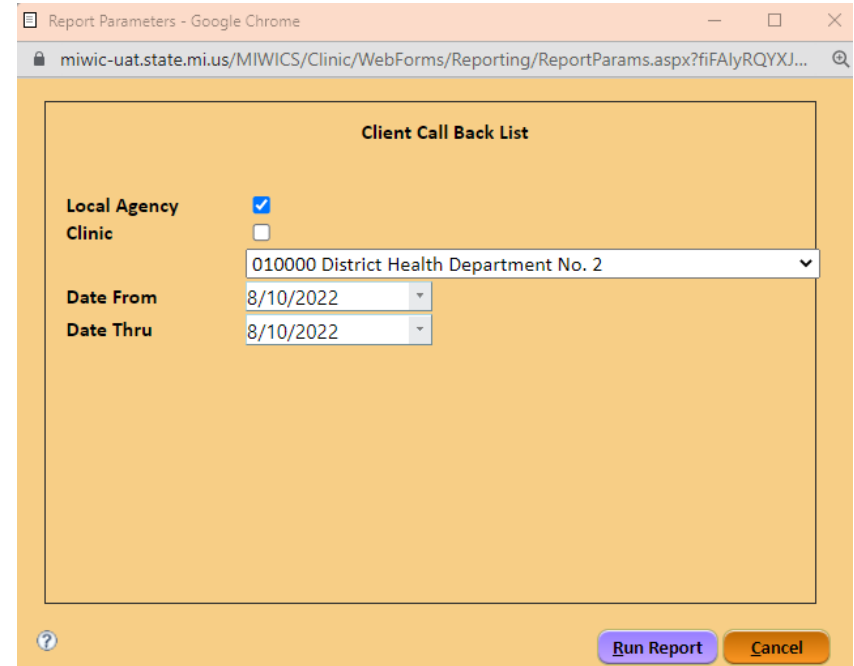
File menu bar > Reports > Breastfeeding > Client Call
Back List



Follow - Up in MI- WIC

How to pull the Client Call Back List

Select the LA or clinic and the date range > Run Report



The screenshot shows a web browser window titled "Report Parameters - Google Chrome" with the URL "miwic-uat.state.mi.us/MIWICS/Clinic/WebForms/Reporting/ReportParams.aspx?fiFAlyRQYXJ...". The main content area is titled "Client Call Back List" and contains the following form fields:

- Local Agency**:
- Clinic**:
- Date From**: 8/10/2022
- Date Thru**: 8/10/2022
- Agency Selection**: A dropdown menu showing "010000 District Health Department No. 2".

At the bottom right of the form, there are two buttons: "Run Report" (in a blue box) and "Cancel" (in an orange box). A help icon (?) is located at the bottom left of the form area.

Follow - Up in MI- WIC

Scheduled Appointment

Within the clinic's Daily Schedule, a column will need to be created for IBCLC appointments.

Appointment Type

BFLC: in-person appointments

BFLCV: phone call or virtual appointments

Follow - Up with Referral Source

For referral sources within the WIC agency, (ie- BFPC, CPA, RD), it's encouraged to share the care plan via printed copy, encrypted email/ fax, or a verbal conversation.

For referral sources outside of the WWIC agency (ie- healthcare provider), an Authorization to Release WIC Information form must be on file prior to sharing your care plan via printed copy, encrypted email/ fax, or a verbal conversation.

[Authorization to Release WIC Information-Guide for Use](#)
[Authorization to Release WIC Information Form-English](#)
[Authorization to Release WIC Information Form-Spanish](#)
[Authorization to Release WIC Information Form-Arabic](#)



Including the PC in the Plan of Care

The peer is encouraged to continue scheduling callbacks for support while LC services are provided.

Connect with the peer as needed to discuss client care via phone call, encrypted mail. and/or in-person conversation.

Once the client's LC concerns are resolved, the LC should notify the peer to resume full /sole support for the client.

Pumps, Kits and Other BF Equipment

As the LA Lactation Consultant for the agency, it is important to become familiar with the following policies related to breast pumps and other breastfeeding equipment, found here:

Policy 4.05 [Breastfeeding Equipment Issuance and Documentation](#)

Policy 4.05 contains information about assessing the client's need for a pump and how to issue a pump using the MI-WIC system. Once a client is assessed to need a pump, issuance within the MI-WIC system will include deciding on if a manual, electric single user or multiple user pump will be the best option for the client. Information related to the variety of pumps available for issuing can be found on the WIC Website located here under [Breast Pump Descriptions](#).

Policy 4.06 [Specialty Feeding Equipment](#)

As the LA Lactation Consultant, you may find the [BF Equipment & Milk Expression](#) section of the WIC website useful (look under Staff Tools and Guides). Information related to breastfeeding assistance devices, breast pump issuance/retrieval documents, and instructional videos can be found here.

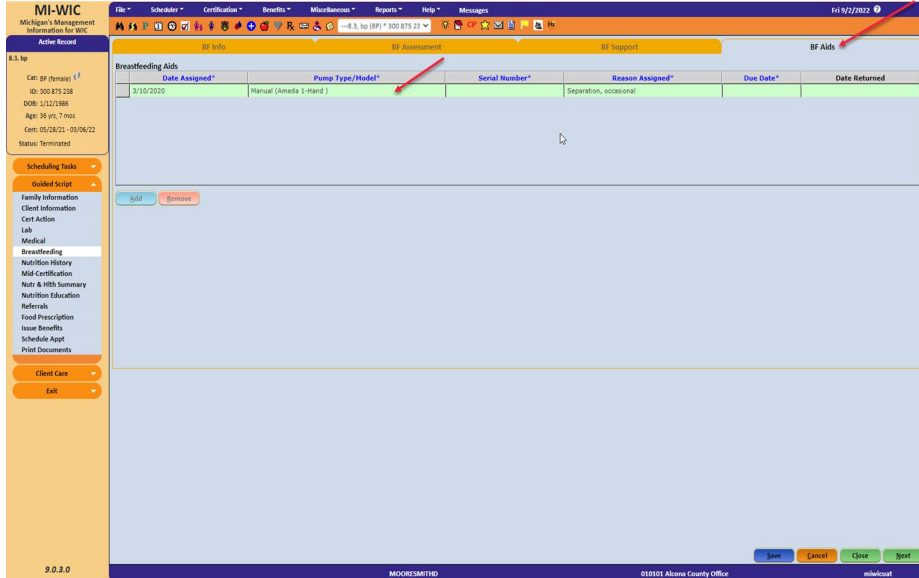
Pumps, Kits and Other BF Equipment Dissemination

- As the LA Lactation Consultant, you will want to coordinate with the WIC/Breastfeeding Coordinator for a plan on the best way to access breast pumps/breastfeeding supplies at the local agency.
- Once determined what breastfeeding supply item is needed by client, item can be issued out of MI-WIC (pump/kit) or distributed to client (speak with Breastfeeding Coordinator if a hard copy inventory form needs to be completed for other items (not pumps/kits)).
- Items not available in MI-WIC for issuance include flanges, feeding tube devices, other milk collection device (i.e., Haakaa pump), nipple shields, etc. This is not an exhaustive list.

Pumps, Kits and Other BF Equipment Documentation in MI- WIC

Manual/Electric Single User Pump Issuance:

Select desired pump from drop down box on BF Aids tab:



The screenshot displays the MI-WIC software interface. The top navigation bar includes menus for File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, and Messages. The main content area is titled 'Active Record' and shows a 'Breastfeeding Aids' table. The table has columns for Date Assigned, Pump Type/Model, Serial Number, Reason Assigned, Due Date, and Date Returned. A red arrow points to the 'Pump Type/Model' dropdown menu in the first row of the table. The table contains one entry with the date 3/10/2020, the pump type 'Manual (Ameda 1-Hand)', and the reason 'Separation, occasional'. Below the table are buttons for 'Add' and 'Remove'. The left sidebar contains a navigation menu with options like Family Information, Client Information, Cert Action, Lab, Medical, Breastfeeding, Nutrition History, Mid-Certification, Nutt & Vibs Summary, Nutrition Education, Referrals, Food Prescription, Issue Benefits, Schedule Appt, and Print Documents. The bottom of the screen shows the version '3.0.3.0', the user 'MOORESMITH', the office '010101 Alcona County Office', and the user ID 'mlhcauf'.

Date Assigned*	Pump Type/Model*	Serial Number*	Reason Assigned*	Due Date*	Date Returned
3/10/2020	Manual (Ameda 1-Hand)		Separation, occasional		

Pumps, Kits and Other BF Equipment Documentation in MI- WIC

When issuing an electric **multiple user** pump, it is important to remember to issue the correct kit that goes with the pump. Be sure to cross check correct serial number of pump in system with number on pump prior to issuance.

Date Assigned*	Pump Type/Model*	Serial Number*	Reason Assigned*	Due Date*	Date Returned
5/19/2022	BF Aids (Symphony Double Pumping Kit)		For use with Symphony pump		
5/19/2022	Multi-User (Symphony)		Latch, ineffective	09/19/2022	

Pumps, Kits and Other BF Equipment Documentation in MI- WIC

Breast pump education auto populates to BF notes grid whenever a breast pump/kit is issued to a client.

It is also helpful to add a secondary contact when issuing a multiuser pump to assist with retrieval.

Breastfeeding Notes				
	Date*	Staff*	P.C. SUPPORT*	Note
	05/19/2022		No	Called to notify of delivery, referred to Peer. Baby had tongue tie.
	05/19/2022		No	Breast pump education given. Secondary contact:
	05/19/2022		No	Breast pump education given.

Orientation to Quality - Improvement Role

How to provide technical training, mentoring, orientation and guidance for WIC staff

Ideas for [Staff Training](#) can be found on our Collaboration Drive.

The ideas in the Collaboration Drive can be used in different formats. The various topics could be used throughout the year, revisited as refreshers and as new evidence-based information is presented the staff can be updated.

Try to find fun, creative ways to present the topics and suggestions on how to implement content discussed in trainings into the clinic flow.

Recognize staff that are doing a great job promoting and supporting breastfeeding families.

How to participate in review of educational materials and classes

Ideas for [Infant Feeding Classes](#) can be found on our Collaboration Drive.

Review [Policy 4.02 Client Breastfeeding Education](#)

Review [Policy 5.01B Nutrition Education Materials Evaluation Form](#)

Review [Policy 5.01D Nutrition Education Lesson Plan](#)