

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 (annual implicit bias & civil rights training)	Civil Rights training required & paid for by LA. Other trainings paid for by contractor.

Options for Subcontracted IBCLC

	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.

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.

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

Note: Michigan WIC is not providing extra funding for this position at this time. There are National level discussions about this.

A WIC employed IBCLC hourly rate is different than a contracted IBCLC. This is due to built in benefits for a regular employee like PTO and other fringe. Additionally, contracted IBCLCs are responsible for their own equipment like computer and phone. We believe that a contracted position is about double.

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.

Note: If an in-person tour is not possible, I suggest including the contracted IBCLC to a virtual meeting to meet staff. This relationship building opportunity is critical for the team. BFPCs and CPAs benefit from being familiar with IBCLC when making referrals and when the IBCLC makes referrals back.

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).

Note: If not able to meet them (in-person or virtually) at least be aware of community resources.

Resources

Shadow another LA IBCLC.

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

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

Review Policy [1.07G Lactation Consultant](#)

Review Policy [107L Staff Training Plan](#)

Review [Specialty Feeding Equipment documents](#)

Orientation to Clinical Role

Note: Things this might include:

1. Advanced Clinical Skills Training
2. Level 4 from USDA Curriculum
3. Current process used by IBCLC at the LA

Michigan WIC Policies Related to IBCLC

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

Scope of Practice

- Review and share [Michigan WIC Scope of Practice](#) 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

Note: Things this might include:

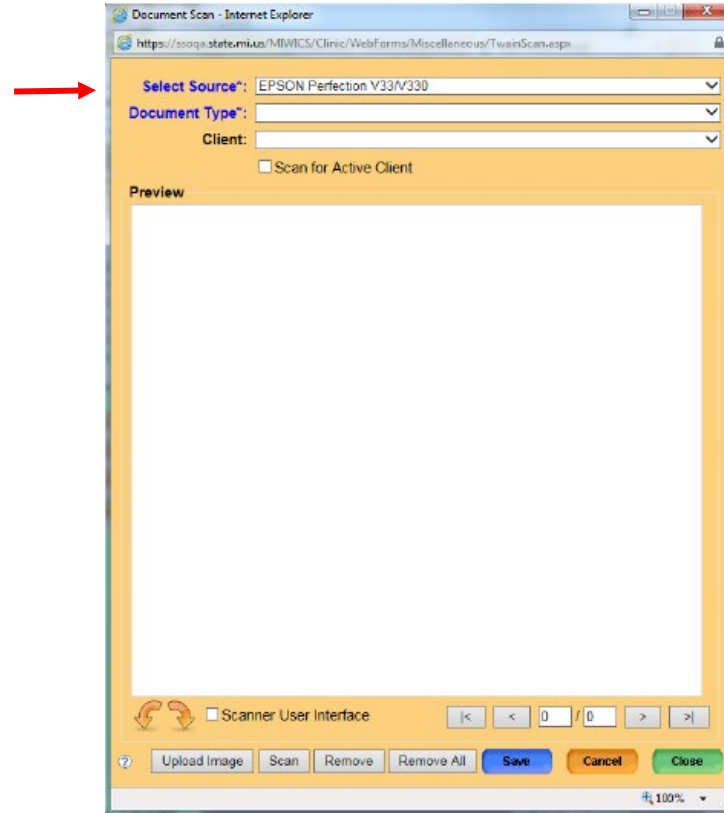
1. Assessment Form and supporting documents from Advanced Clinical Skills
2. Assessment Forms from the new USDA BF Curriculum
3. Feeding Plan form
4. MI-WIC follow-up/referral information

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.

Note: Be sure to use an encrypted email anytime you're sending confidential client information from one email to another.

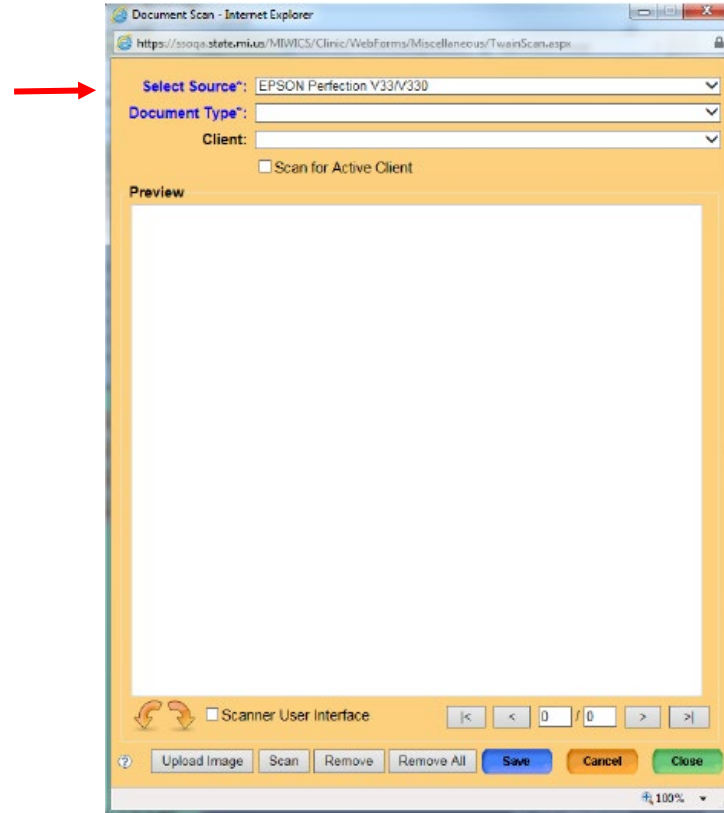
“Select Source” will default to the scanner you have installed on your computer.



Documentation

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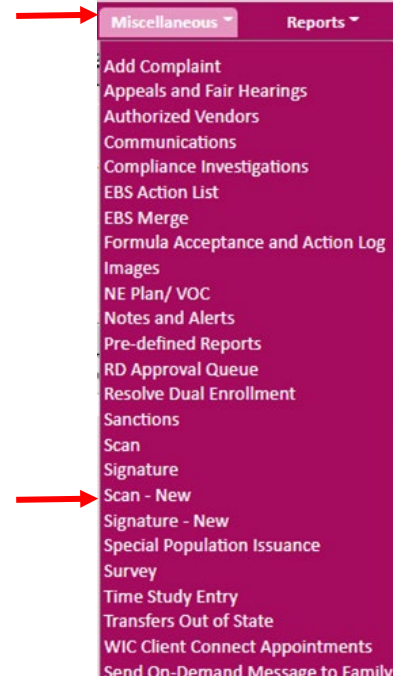
“Select Source” will default to the scanner you have installed on your computer.



Documentation

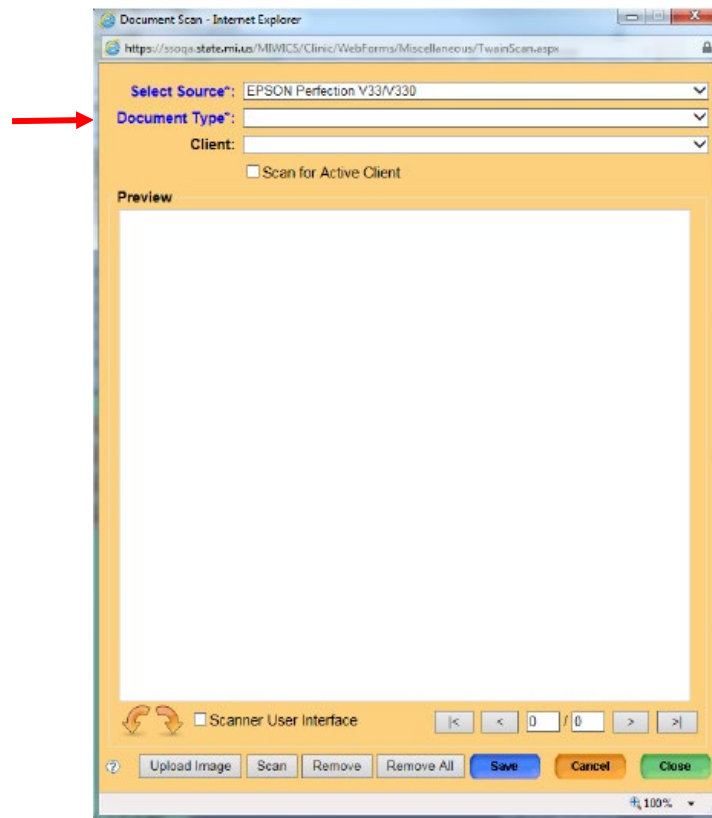
Once complete, scan or upload the care plan into MI-WIC *under the parent*. Contracted IBCLCs without MI-WIC access will need a WIC employee to do this. It is expected that documents be uploaded within 2 business days of visit..

File menu bar > Miscellaneous > Scan - New



Documentation

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



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.

The screenshot shows a web browser window titled "Document Scan - Internet Explorer" with the URL <https://ssoqa.state.mn.us/MIWICS/Clinic/WebForms/Miscellaneous/TwinScan.aspx>. The form contains the following elements:

- Select Source*:** A dropdown menu with "EPSON Perfection V33/V330" selected.
- Document Type*:** An empty dropdown menu.
- Client:** A dropdown menu, highlighted by a red arrow.
- Scan for Active Client
- Preview:** A large empty rectangular area.
- Scanner User Interface:** A section with a checkbox and navigation buttons (|< < 0 / 0 > >|).
- Buttons:** "Upload Image", "Scan", "Remove", "Remove All", "Save", "Cancel", and "Close".

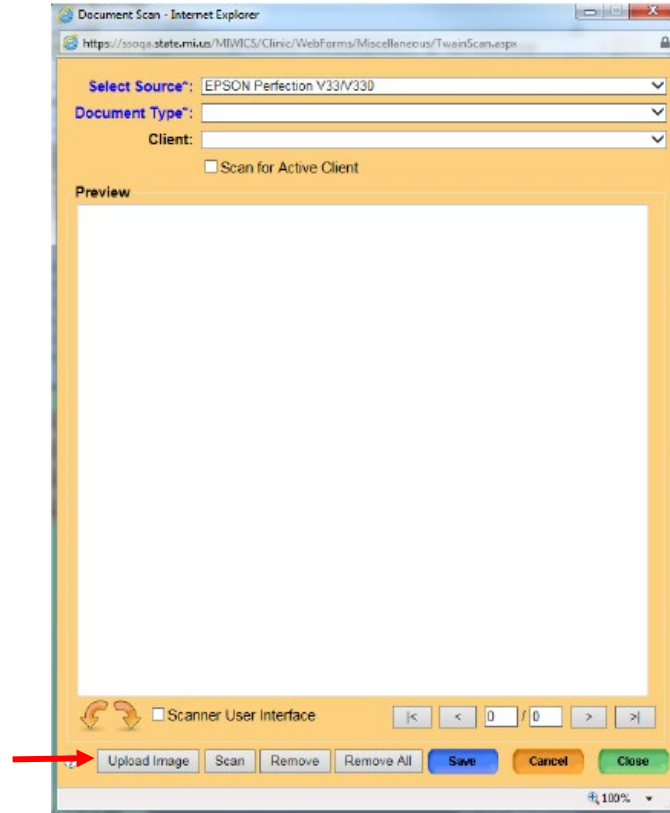
Documentation

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



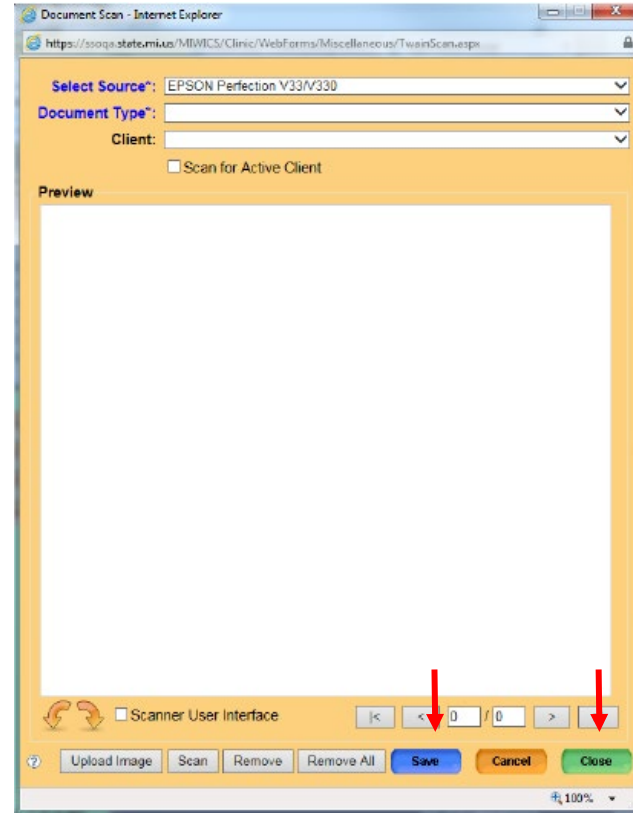
Documentation

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.

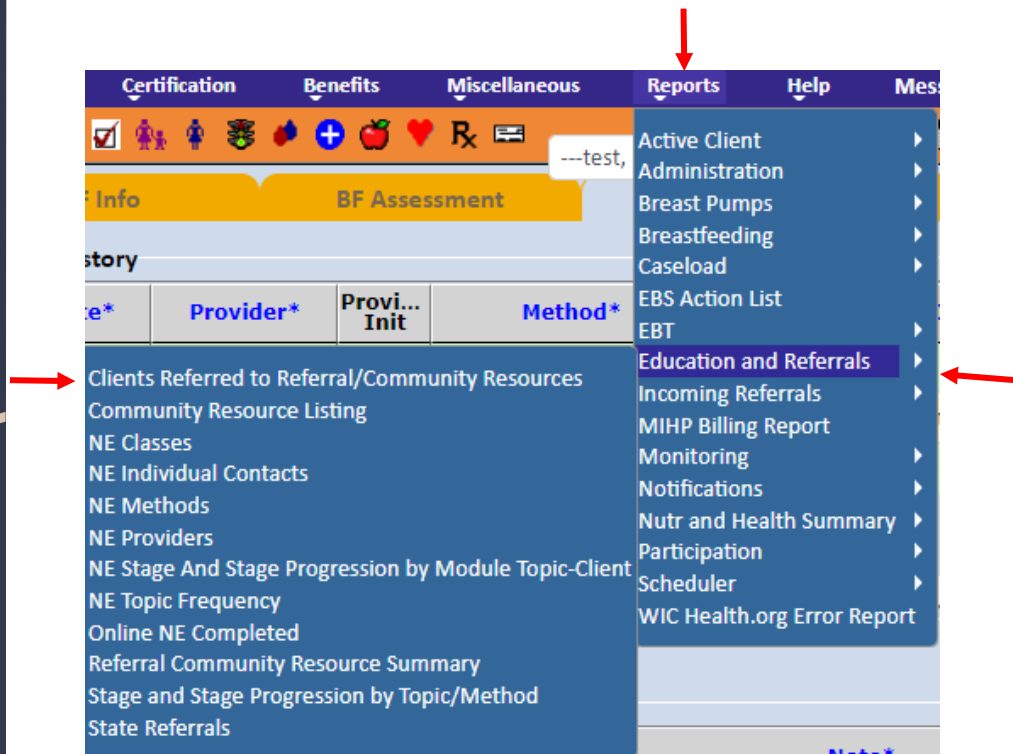
For IBCLCs *with* MI-WIC access, there are 3 options for follow-up:

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

Date From

Date Thru

Community Resource

[Run Report](#) [Cancel](#)

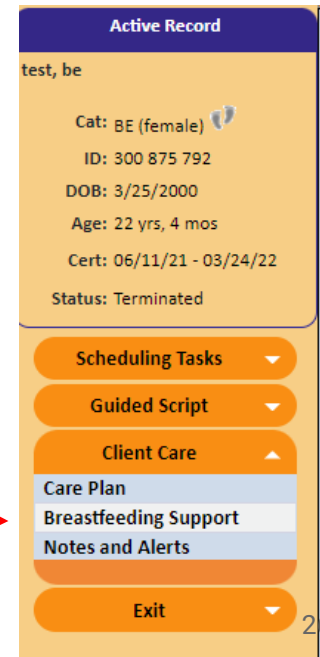
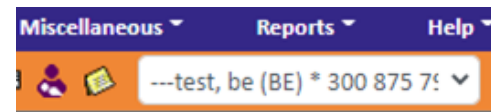
Follow-Up in MI- WIC

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



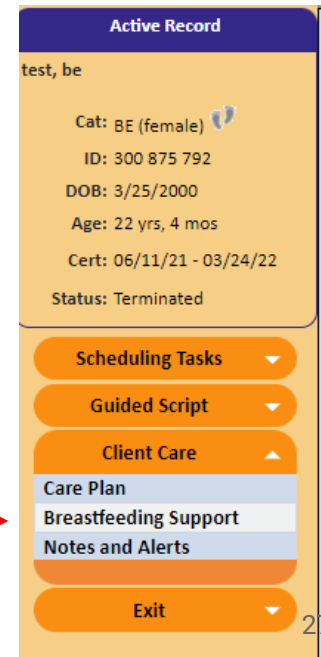
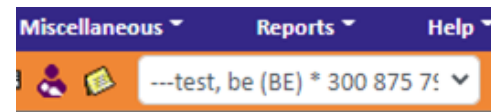
Follow-Up in MI- WIC

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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Buttons: Add, Remove

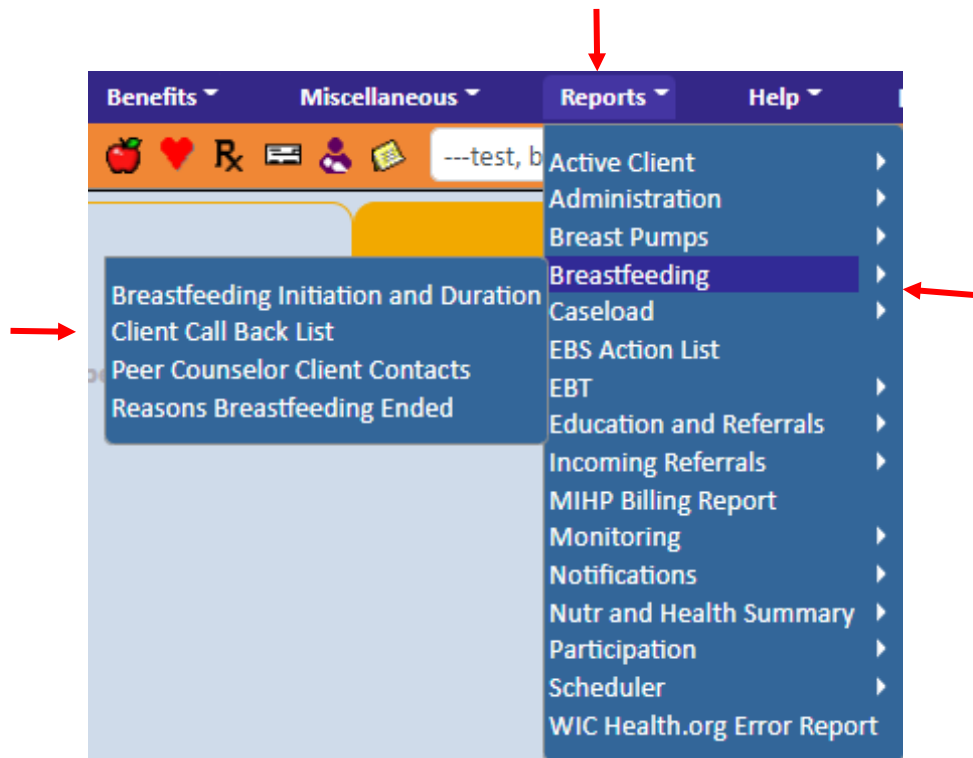
Enter initials, method contact was attempted/ provided, check the Contact Made checkbox if the contact was successful (if not, leave blank), select the topic discussed or no contact reason, enter a call back date if applicable, and select the evaluation method > Save.

Documenting Breastfeeding Support [Guide](#).

Follow-Up in MI-WIC

How to pull the Client Call Back List

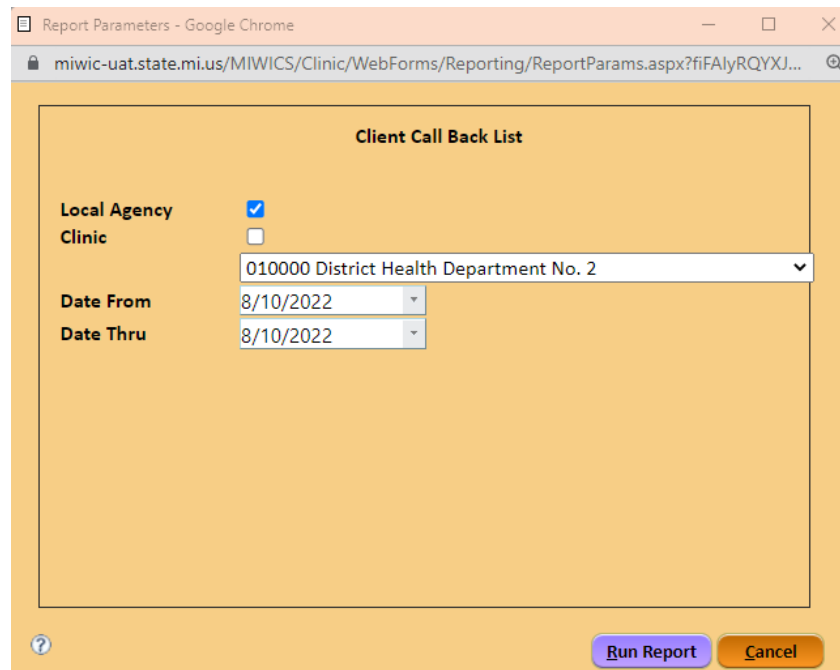
File menu bar > Reports > Breastfeeding > Client Call Back List



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

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

[Guide](#) for using the daily schedule, scheduling appointments, and adding appointment notes.

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.

[Guide](#) for Making a Referral in MI-WIC

Note: Emphasize to the staff that a referral to the IBCLC doesn't mean that the peer isn't continuing to work with the client. We are just adding another breastfeeding support to the client's team of resources at WIC.

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 4.06 [Specialty Feeding Equipment](#)

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](#).

As the LA Lactation Consultant, you may find the [Milk Expression](#) section of the WIC website useful. 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 main window is titled "MI-WIC Michigan's Management Information for WIC". The interface is divided into several sections:

- Menu Bar:** File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, Messages.
- Left Sidebar:** Active Member, Scheduling Tasks, Guided Script, 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, Print Documents, Client Care, Exit.
- Main Content Area:** BF Info, BF Assessment, BF Support, BF Aids. The BF Aids tab is active, showing a table with the following columns: Date Assigned, Pump Type/Model, Serial Number, Reason Assigned, Due Date, and Date Returned. A red arrow points to the "Pump Type/Model" column.

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

At the bottom of the main content area, there are buttons for "Add" and "Remove". At the bottom right of the window, there are buttons for "Save", "Cancel", "Close", and "Next". The version number "3.0.3.0" and the text "MOORESMITH 010101 Alcona County Office mhwicout" are visible at the bottom of the interface.

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 Documentatio n 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](#)