

Process Summary for Breastfeeding Peer Counseling (BFPC) Program

1. WIC certifiers will offer pregnant WIC participants the opportunity to participate in the Breastfeeding Peer Counseling Program at the first appointment for each new pregnancy. The goal is to enroll participants before they are 20 weeks pregnant. Certifiers will document that the BFPC program was offered to pregnant participants in the Health History tab of the participant's TWIST file.
2. If a participant wants to participate in the BFPC program, the certifier will give the participant the Peer Counseling Enrollment Form so that they may complete it with their personal contact information. The certifier fills in the participant's WIC ID number on the form.
3. WIC staff will submit the completed PC Enrollment Forms to the Hermiston WIC Clinic Team Leader/Breastfeeding Peer Counselor Coordinator at least once per week.
4. Using the information on the PC Enrollment form, the Hermiston WIC Clinic Team Leader/Breastfeeding Peer Counselor Coordinator then activates each client in the TWIST Assign Peer Counselor screen.
5. The Hermiston WIC Clinic Team Leader//Breastfeeding Peer Counselor Coordinator meets with the Breastfeeding Peer Counselor(PC) once a week to:
 - a. Provide the PC with an updated list of her assigned participants and the assigned participants' BFPC enrollment forms.
 - b. Review the TWIST Schedule for Client Contacts since the last PC meeting to ensure that scheduled calls have occurred in a timely manner.
 - c. Review TWIST documentation for each participant and provide feedback.
 - d. Provide/inform of trainings and updates as needed/available.
6. Once a PC has been assigned a client, the PC will:
 - a. Review the Schedule for Client Contacts and plan for making contact with each participant according to the designated schedule.
 - b. Make contact with each participant to introduce herself and schedule the participant into BFPC group education.
 - c. Track all contacts and attempted contacts in TWIST in the Contacts section of the BF Tracking tab or in the progress notes.
 - d. Refer clients to appropriate community resources/providers when breastfeeding issue is beyond the scope of practice of Breastfeeding Peer Counselor.
 - e. Keep all participant information in a locked and secure location when not working with it.
7. The Breastfeeding Peer Counselor will provide the Hermiston WIC Clinic Team Leader/Breastfeeding Peer Counselor Coordinator with each participant's exit information. The Hermiston WIC Clinic Team Leader//Breastfeeding Peer Counselor Coordinator will then deactivate the client in TWIST with regard to BFPC participation.

8. Any written or printed participant information (active and inactive) will be kept in a locked file cabinet at the Hermiston WIC clinic.
9. Both the Breastfeeding Peer Counselor and Hermiston WIC Clinic Team Leader/Breastfeeding Peer Counselor Coordinator will keep their BFPC activity reports up to date and submit the activity reports to the WIC Operations Manager on a monthly basis and the Oregon State WIC program on a quarterly basis.