Illinois WIC Program Nutrition Practice Standards (NPS)
Breastfeeding Peer Counselor Program- Documenting in WIC MIS
January 2024

Nutrition Practice Standards (NPS) assist staff in translating policy into practice. This guidance is intended to be used with the Illinois WIC Policy Manual, Breastfeeding Peer Counselor Program (BFPC), and I-WIC system-related resources to assist in ensuring accurate and complete documentation of the WIC participant Breastfeeding Peer Counselor (BFPC) contact.

BFPCs should provide women with basic information to successfully breastfeed. The mother's plans for breastfeeding serve as the basis for determining counseling and support provided to the mother. A mother who intends to breastfeed should be provided counseling and support to help her feed only human milk to her baby.

Those participants who are undecided should be offered information on the benefits of breastfeeding, and any specific participant concerns related to breastfeeding should be addressed. Participants who plan to breastfeed should be offered basic how-to information, information on dealing with common concerns/situations, and support on getting a good start.

Efforts should be made to contact mothers who intend to breastfeed as soon after delivery as possible to provide timely breastfeeding support. Follow-up is important to assess for behavior change, determine intervention effectiveness, and allow for continued interaction. Follow-up visits serve to monitor progress, provide additional breastfeeding information since the previous visit, and continue to provide further assistance and support. NPS Breastfeeding: Recommended Breastfeeding Contact Schedule (WIC IL WIC PM CS 10.1)

General Guidelines
1. BFPC must document participant contacts in the WIC MIS (I-WIC) to ensure continuity of care.

2. When the BFPC or participants are not onsite together, this should be clearly documented in the participant record.
    a. Participant is remote and BFPC is in clinic.
    b. Participant is remote and BFPC is remote.
    c. Participant is on-site at clinic x and BFPC is at clinic y.
    d. Participant is on-site and BFPC is remote.

3. BFPC will enter information only on the Breastfeeding Support & Notes Tab. Notes transfer between agencies with participant records; they should be concise, relevant to the BFPC visit, and written utilizing the approved DHS abbreviations list only.
    • Policy Addendum NPS Documenting in (WIC IL WIC PM CS 10.3), provides acceptable entries for approved commonly used terms.

4. When a BFPC enters a note in the MIS, the system captures the user's name/signature, so this information does not need to be included in the note.

5. Documentation by the BFPC of non-BFPC programs is not allowed in the MIS, outside of a referral to another program, such as Family Case Management.

6. Best practice is to complete the notes prior to serving the next participant which should be completed the day of the visit, to ensure quality of care and accuracy in contact documentation. If unable to document the case note on the day of the visit, the note must identify "Late entry for BFPC visit" at the top of the note(s).

7. Written approval is needed for all WIC staff to access off-side or outside local agency scheduled hours, (contact RNC to request). Documentation must be completed during the hours of 7 a.m. – 7 p.m. due to possible WIC MIS updates.

8. Notes may be edited or removed the same day they are added but will be locked in the MIS once the *End of Day* process runs.

Breastfeeding (BF) Support & Notes are used to document breastfeeding support information for pregnant women and breastfeeding mom/baby dyads. Documentation of breastfeeding notes by both professional staff and BFPCs occurs on the Breastfeeding screen, under the BF Support & Notes tab.

1. The **Contact History** section must be completed to document successful or attempted contacts, and topics to be discussed at subsequent visits. Do not link the baby (*Link Baby button*) in the Contact History grid until the baby is 8 days old or older to ensure first-week contacts are counted correctly on the PC Contact First Week Summary report.

   • All BFPC contacts must be entered on the women's screen (P, BE, BP, or NP)
   • The contact history line must be entered with the staff person's role (PC)
   • The checkbox must be marked to indicate contact was made
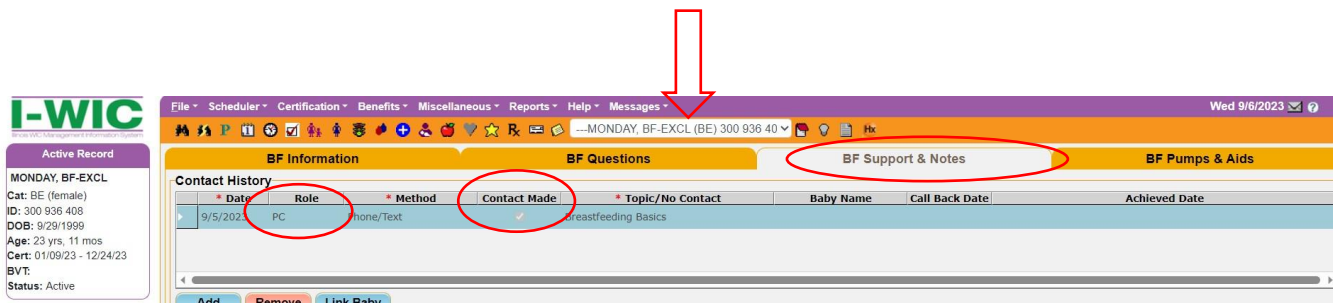
2. The **Breastfeeding Referral** section is used to document and follow up on referrals.
   If applicable, choose the referral type *PN* for pregnant women (prenatal), *PP* for breastfeeding women (postpartum), or *No Referral Made*, and indicate the reason the participant was not referred.

3. The **Breastfeeding Notes** section should include information on the following:

   • Pregnant women: Feelings, knowledge, and/or experiences with breastfeeding, level of intent and support to breastfeed, and prenatal education provided. Follow up on breastfeeding intent, support, and progress during subsequent visits or telephone calls.

   • Breastfeeding women: Questions and concerns shared by the participant, details of how breastfeeding is going (issues, supplementation, pumping frequency, milk storage and feeding, weaning, etc.), any education provided, and plans for follow-up.

1.24 IWIC BFPC documenting in WIC MIS

Sending Secure & Confidential Messages

BFPCs should follow the local agency procedure outlined for sending secure and confidential messaging by phone and/or text. (IL WIC PM AD 5.2). Personal WIC Information and Protected Health Information (PHI) require secure messaging when being sent via email and/or text messages. It is important to send messages with no Personal WIC information or PHI as a reminder, only use work-issued equipment with secure messaging (e.g., (encryption).

1. If a participant chooses to share information through phone and/or text messaging:

   - Document in the WIC MIS, using the BF Support & Notes tab information received from a WIC participant via phone and/or text as soon as possible after the message is received, preferably within 24 hours to ensure the PC contact credit is counted.

   - Documentation must include:

     1. Date of contact

     2. Summary of the contact

     3. Documentation of type of contact (e.g., phone or text message)

Phone and/or text Message Examples

Approved Messages	Contains Confidential Information
Hi, it's (insert BFPC name) the Breastfeeding Peer Counselor for the (insert LA) WIC office. I am looking forward to our meeting on Friday. Please feel free to text or call me at xxx-xxx-xxxx if you have any questions.	Hi, Debra Green, it's Cindy the Breastfeeding Peer Counselor for the (insert LA) WIC office. I am looking forward to our meeting at 1 p.m. on Friday. Confirm your Phone No. 636-123-6547. Please feel free to text or call me if you have questions.

   - Delete text messages when the conversation with the participant has concluded and the required documentation has been completed in the WIC MIS. The information must be deleted within 5 business days.

   - Further guidance can be found in the (IL WIC PM AD 15.1) Employee Confidentiality and Compliance Agreement