

Staff Training

Step 2

Train all staff in skills necessary to implement [the infant feeding] policy

Baby Friendly USA

Criteria: All staff with primary responsibility for care of breastfeeding mothers and babies

- RNs will have a minimum of 20 hours that includes 5 hours of competency verification
 - 15 topic areas
 - 5 competency skills
 - Go to *Curriculum Overview for Staff Training* at www.babyfriendlyusa.org
- MDs and APRNs will have 3 hours of lactation education
 - Unspecified content

MD training

- Fairview plan: assign mandatory online course that covers the 10 steps to all OB and Pediatric providers with hospital privileges
 - University of Virginia – free CME courses on the 10 Steps (www.breastfeedingtraining.org)
 - CME certificate verifies training completion
- Health e-Learning also has a 5 hour provider course (www.health-e-learning.com)

Maternity RN Staff didactic training options

- In house course – e.g. Fairview Lakes
- 2 day class – e.g. Fairview metro hospitals
- Online courses – cost effective
 - Health e-Learning
 - Jones and Bartlett
- Baby Friendly staff training Q and A helpful

Competency verification

- Communicating with pregnant and postpartum women about infant feeding
- Observing and assisting with breastfeeding
- Teaching hand expression and safe storage of milk
- Teaching safe formula preparation and feeding

Verification of Infant Feeding Skills

Fairview Lakes

- 1st step: Online training review of communication skills based on 3 step counseling
 - Mandatory assignment to all staff RNs
 - Short time frame to complete
- 2nd step: Small group skills labs with 2 IBCLC instructors (groups of 6 RNs 1.5 hours)
- 3rd step: 1:1 skills verification with a staff IBCLC
 - Initiating skin to skin at birth
 - Breastfeeding assessment, assistance, and documentation

Skills Lab

New RN resources

- Binder with counseling conversation suggestions – ‘what to say when...’
- New education handouts – bottle, formula, pacifier, nursery requests

Brief review on the elements of infant feeding skills

- Description of each skill – Nurse actions – Patient teaching points
 - Skin to skin – at birth, post-partum
 - Positioning and breast holds
 - Latch evaluation
 - Hand expression – 2 minute You tube video shown
 - Nipple shield
 - Supplements – when, how and with what
 - Breast pump
 - Formula education

Skills Lab

Role play using integrative scenarios

One Instructor played the mother with training doll

The other instructor set up situation, coached

RNs took turns as each presented with a different scenario

e.g. mom with sore nipples , 'my baby is starving'

RNs expected to integrate skills in role play

3 step counseling, actions and teaching points

Other RNs could kibitz if the role player got stuck

Skill demonstration

- RN IBCLC present at birth to observe and coach each RN through skin to skin initiation
 - Staff is signed off once able to act independently
- When RN is ready to be checked off, she asks an RN IBCLC to observe her with a mother and baby
 - Breastfeeding Assessment
 - Assistance as needed
 - Documentation to include LATCH score
- Recommend setting a time limit for completion of these skill check offs!

So far...

- 75% of RN staff have completed the skills review and training scenarios
- 1:1 skills checks are in progress
- Exclusive breastfeeding rate after the role play sessions showed significant increase in the 2 months since.