

# New Hampshire WIC/CSFP Policy & Procedure Manual

## Chapter 2. NUTRITION SERVICES

### D. Breastfeeding Promotion

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#### Electric Breast Pump Loan Program

- Purpose** To ensure timely, appropriate and safe distribution of electric breast pumps to breastfeeding mothers.
- Policy** Local agencies shall:
- conduct a thorough evaluation of the mother and infant to determine the type of pump required,
  - facilitate timely access to free electric breast pumps for WIC breastfeeding mothers who meet state agency criteria,
  - track, clean, and maintain electric breast pumps in good working order,
  - provide education to participants on the use and cleaning of electric breast pumps,
  - provide education to participants on safe storage and handling of breast milk,
  - make a reasonable effort to retrieve electric breast pumps that are not returned when requested, and refer to the State WIC Agency for collection efforts if unsuccessful, and
  - not terminate or suspend participants, or deny WIC benefits for failure to return pumps.
- Authority** NWA Position Paper, Guidelines for WIC Agencies Providing Breast Pumps, 08-002  
WIC Nutrition Services Standards 8C (4)
- Procedure**
- 1. Criteria for Electric Pump Distribution-** Inform the mother that the electric pumps are loaned on a priority basis. Inform mother that if another baby with a higher priority arises, WIC may request that the pump be returned.
    - Medical Reasons, including but not limited to premature babies, jaundice, surgery for mother or baby, poor weight gain, weak/ineffective suck, special feeding needs, inability to latch, inadequate urine/stool output, or separation of mom and baby for medical reasons,
    - Increase milk supply,
    - Temporary feeding problems (i.e. engorgement, cracked nipples),
    - Return to full-time work or school 40 hours per week
    - Return to work or school part-time (greater than 4 hours a day),
    - Other reason as determined through consultation with the State Breastfeeding Coordinator and local agency,
    - Electric pumps shall not be issued prenatally.

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#### 2. Staff Competencies for Providing Electric Pumps

Only nutritionists, breastfeeding coordinator and breastfeeding peer counselors shall be authorized to issue electric breast pumps. Exceptions are at the discretion of the SA breastfeeding coordinator.

Staff who issue pumps shall:

- Assess a mother's need for a breast pump,
- Answer participant questions,
- Provide appropriate breastfeeding assistance, counseling and follow up,
- Teach a mother how to use, assemble, clean and care for a pump,
- Teach hand expression,
- Develop a pumping plan/schedule, and
- Teach safe handling and storage of breast milk.

#### 3. Participant Breast Pump Loan Agreement- Local agencies shall use the NH WIC Breast Pump User Agreement in StarLINC when issuing a breast pump and review with the participant the following:

- ✓ Participant contact information,
- ✓ At least two phone numbers and an alternate person for contact,
- ✓ Guidelines for cleaning the pump,
- ✓ Understanding pump kit is for a single user,
- ✓ Proper storage and handling of expressed breast milk,
- ✓ Review of a demonstration of pump set up and operation,
- ✓ Agree to regular follow up and contact with the local agency, lack of response may require the pump to be returned,
- ✓ Notify the local agency immediately if there is a change in name, address or telephone number,
- ✓ Pump shall be returned in clean working condition,
- ✓ A review of the priority criteria system,
- ✓ Guidelines for when the pump shall be returned,
- ✓ Statement describing the financial penalty if the pump is not returned,
- ✓ Statement "The local agency shall not be held liable for any damages or expenses arising from use of the electric pump",
- ✓ Notify the local agency if the pump becomes damaged, ineffective, or no longer needed, and
- ✓ A date and signature line for the participant.

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Local agencies may develop their own user agreement with State Agency approval. A customized local agency user agreement shall include at a minimum the items in the State Agency checklist and be reviewed at the breast pump issuance.

#### 4. Participant Education

- Emphasize the importance of continuing to feed at the breast,
- Teach hand expression,
- Develop a plan for expressing milk,
- Verbal instructions for pump assembly, cleaning and proper use,
- Pump kits are not sterile. Follow manufacturer's recommendations prior to first use,
- Give written instructions on how to safely collect, store, warm and feed breastmilk, and
- Instructions on who to contact for help.

#### 5. Follow up and Documentation

Mothers pumping are more likely to succeed at breastfeeding when they receive timely and consistent follow up.

- Initial follow up shall occur within 24-48 hours after providing the electric pump
- Subsequent pump follow up is recommended weekly, and then monthly depending on the reason for pumping.
- Documentation shall be recorded in StarLINC under breast pump issuance.
- Offer to provide weight checks for the baby at the WIC office or request values from the HCP visits, if applicable.
- Documentation shall be recorded in the infant's record if it applies to the infant's weight and breastfeeding progress in Nutrition Education Goals. (i.e. pumping frequency, amount of breast milk consuming in 24 hours, #wet and #stool diapers, weight gain and follow up plan.
- Documentation of the electric pump, attempted calls/*text/email* to the mother for follow up, and lactation concerns of the mom, such as sore nipples, engorgement, or mastitis shall be recorded in the mother's record in Nutrition Education Goals.
- Participants with greater than 3 calls not returned shall be documented with a caution note in StarLINC and elevated to the Breastfeeding Coordinator. Unsuccessful call attempts shall be documented in the Admin Notes section.

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#### 6. Cleaning and Maintaining Electric Pumps

- Staff will be educated to wear gloves when accepting a returned electric breast pump.
- Staff will place returned electric breast pump in a plastic bag, seal tightly and note the date the pump placed in the bag. After a minimum of 4 days, staff can follow procedures for cleaning the pump.
- Clean breast pumps after they are returned and/or prior to loaning to another participant and check for pest infestation.
- Clean electric pumps with sanitizing solution provided by the State Agency, i.e. Cavicide, Sani-cloth. Refer to product instructions for proper sanitizing.
- Routinely assess each electric breast pump for safety and proper operation.
- Maintain electric breast pumps in working order.

#### 7. Inventory

- Maintain a breast pump inventory control system for all electric breast pumps in StarLINC is mandatory. A local agency may choose to use an additional inventory tool too.
- Store electric breast pumps in a secure location and in an area that is not easily accessible to WIC participants.
- Randomly audit electric pump inventory monthly to assure inventory is accurate.

#### 8. Lost Pumps

- The Local Agency Breastfeeding Coordinator shall send a certified letter (see sample letter in Attachments) to the participant if no response from the participant continues for 3 consecutive months. A copy of the letter shall be emailed or faxed to the State WIC Breastfeeding Coordinator.
- If the participant does not respond after receiving the certified letter or if the letter is not deliverable, the following information shall be forwarded to the State WIC Breastfeeding Coordinator for follow up: copy of the loan agreement and documentation of multiple contacts attempted.
- In the event the electric pump is not returned or the participant does not respond to multiple attempts, the State Agency will indicate lost/stolen in the statewide electric pump inventory database. Documentation will be made in StarLINC, in the event the participant returns to WIC. WIC benefits shall not be denied to the participant based on the lost breast pump status. Monthly issuance and continued follow up is recommended.

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#### **Exception**

Local agencies shall assist a breastfeeding mother with obtaining an electric breast pump through Medicaid, unless there is a medical or other need for a hospital grade electric then the NH WIC program will provide a pump loan.

Postpartum/ Breastfeeding women needing a pump may be issued an electric breast pump using the manual breast pump user agreement form (see attachments). The paper form shall only be used if the participant is unable to be certified in StarLINC prior to issuing the pump, or if her category is not breastfeeding, due to the nutrition and medical needs of the baby. Criteria, education, follow up and documentation shall be followed as described in the above policy. The required notes shall be documented in the woman's admin notes until she can be certified as a breastfeeding woman and the breast pump can be issued in StarLINC. All efforts shall be made to certify the participant within the appropriate processing time frame. See Processing Timeframes policy, Chapter 8.