

Creating a Free Lactation Clinic During a National Formula Shortage

Created By: Delaware County WIC

Created In: Ohio

Topic: Access to Care

Organization Type(s) Involved: Home Visiting, Public Health, WIC

WIC strives to provide access to breastfeeding education and support to all families. Delaware County WIC (OH) partnered with Delaware Public Health District to provide free lactation services during the 2022 formula shortage.

Goal

Increase families' access to breastfeeding support during a national formula shortage by establishing a free lactation clinic.

Steps

1. **Determine a funding source.** Delaware County WIC utilized the Workforce Development Grant to provide funding for lactation services given by WIC staff.
2. **Create agreements and lactation assessment forms.** Delaware County WIC created a Home Visiting & Lactation Service Agreement and an Electronic Home Visiting & Lactation Service Agreement for clients to provide consent for services.
 - Lactation assessment forms were designed to collect information on a client's health history and experience breastfeeding to identify client questions or needs. The assessments are then used to guide lactation service appointments.
3. **Schedule lactation services.**
 - Delaware County WIC offers free lactation services each Friday. On the other days of the week, Certified Lactation Counselors (CLCs) in the Delaware Public Health District home visiting program were available for appointments based on their capacity.

- Delaware County WIC utilized Microsoft Bookings for online scheduling. The application links to Microsoft Outlook calendars to see employee availability for lactation service appointments. This software allowed for same-day appointment scheduling and self-referrals.
 - Once scheduled, the appointment is sent to the appropriate lactation consultant via email, and the appointment is automatically scheduled on their calendar.
 - Appointment reminders are sent to the client and the lactation consultant via the Microsoft Bookings application.
4. **Hold lactation appointments.**
 - During lactation service appointments, the lactation consultant works with the client to assess and troubleshoot any breastfeeding questions or needs the client has.
 - The lactation consultant utilizes the Lactation Assessment to gather proper information.
 - Following the assessment, the lactation consultant will put together a lactation plan to ensure families have support and education to continue reaching their breastfeeding goals.
 5. **Assess and adjust for continuous improvement.** As appointments continue to be scheduled, staff meet regularly to review procedures and assess what is and what is not working for appointments. Staff then adjust as needed.

Resources

- [Home Visiting & Lactation Service Agreement](#): Form for clients to authorize the release of information, consent / refusal of service, and acknowledge privacy practices.
- [Electronic Home Visiting Lactation Service Agreement](#): Form for clients to authorize the release of information and electronic communication, consent / refusal of internet-based services, and acknowledge privacy practices.
- [Lactation Assessment](#): Form to collect information on a client's health history and experience breastfeeding to identify client questions or needs.
- Microsoft Bookings & Outlook: An application that allows real-time, online scheduling and appointment reminders. The application links to Microsoft Outlook calendars to see employee availability appointments.
- [Lactation Plan](#): Captures suggested next steps from appointment to ensure families have support and education to continue reaching their breastfeeding goals.
- [Lactation Services Flyer](#): Handout from Delaware Public Health District promoting free lactations services.

Key Takeaways

Challenges

- **The logistics of the Microsoft Booking application can be complicated.** Delaware County WIC is currently trying to implement a questionnaire built into scheduling the lactation service appointment that would collect information about what the client is seeking help with.

Future Considerations

- Delaware County WIC is also working to include an electronic lactation service appointment agreement form upon booking their appointments to receive consent in advance.

ABOUT LESSONS LEARNED

Lessons learned provide step-by-step instructions to replicate and adapt one community's success to your own community! Lessons learned are created by local organizations and shared in an effort to scale what works. Local organizations have provided permission to share the available resources.

Do you have an experience you would like to share? Others would love to learn from you! Please contact solutions@coffective.com and a Coffective team member will contact you to gather more information.

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