

Oregon WIC Listens Post Partum Certification – Sample Script

Participant is a postpartum mom who was on WIC during her pregnancy and is exclusively breastfeeding. Her infant is one month old. This is her third infant but the first that she has exclusively breastfed. Her other children have also been on WIC. Check-in and weighing and measuring have been completed. The participant and certifier are beginning the assessment and counseling...

CPA: So we've finished getting all of the measurements for you and Sheena and I will take just a moment to get them into the computer. As we are talking, I will be typing in some notes to be sure that I don't miss anything important. I do have some questions to ask you in order to get the information needed to continue WIC services for you and Sheena. This will probably take about 20 minutes. How does that sound?

Mom: OK. I've been on WIC with my other two children so this is not new to me.

CPA: This process is familiar to you since you are a WIC veteran. That's always helpful! Based on your experience, what do you want to be sure we talk about today?

Mom: I'd like to get a breast pump. This is the first time I haven't supplemented with formula and I want to be able to put breast milk in the bottle.

CPA: We do have breast pumps available. (Make a note) I am going to make a note of that so that we will be sure to cover that before you leave today. What other questions or concerns do you have?

Mom: Nothing right now.

CPA: Alright, I'll keep my list handy and we can add to it if you think of anything else. Now, I'd like to hear a little about your health. How was labor and delivery?

Mom: It was fine after I got my epidural.

CPA: Then you had a vaginal delivery?

Mom: Yes.

CPA: What if any complications did you have?

Mom: None. Everything went well.

CPA: That is wonderful! And how has your health been since delivery?

Mom: I've been tired but not sick.

CPA: Taking care of three children is a lot of work.

Mom: Definitely harder than two.

CPA: That's understandable! What support do you have to help take care of the children?

Mom: Their dad is a good help when he is not working.

CPA: I'm glad to hear that. Are you taking any medications or vitamins?

Mom: I'm not on any medicines but I am still taking my prenatal vitamins.

CPA: That is a good thing to do while you are breastfeeding. It doesn't replace the rest that you need but it can help to keep you healthy. Speaking of staying healthy, during your pregnancy, you told us you were not smoking or using drugs or alcohol. What if anything has changed along those lines?

Mom: Nothing, I don't smoke or drink.

CPA: Does anyone living in your household smoke inside your home?

Mom: No, we're really strict about that.

CPA: That's great! You are making good choices for you and your children. And how has your appetite been?

Mom: I'm always hungry! I'm surprised I have lost any of my pregnancy weight since I eat all the time.

CPA: What foods do you avoid or special diets that you are follow?

Mom: I just eat whatever is handy.

CPA: And what about beverages?

Mom: I drink lots of water and some milk and juice. But mostly water.

CPA: That is so smart! Plenty of water is a good idea. Now as we do with everyone, I would like to check in with you about your safety. Has anyone pushed, hit, kicked or physically hurt you in the past 6 months or your baby since she was born?

Mom: No, everything is fine.

CPA: Excellent! So, I know your baby was 8 # at delivery but how many weeks gestation was she?

Mom: You mean, was she full term?

CPA: Yes.

Mom: Oh, she was a week overdue. I thought she'd never come!

CPA: Sheena just wanted to be sure you were really ready for her! How has her health been since birth?

Mom: She's been healthy except for a little congestion.

CPA: Has she been on any medications or had to go back to the doctor for any reason?

Mom: No, she seems to be doing fine. She just saw her doctor for her two-week check and he said everything was fine.

CPA: I hear a little hesitation in your voice. What concerns do you have?

Mom: Well, with both of my other kids, I gave them a bottle by now and supplemented them with formula. I felt really sure they were getting everything they needed that way. With Sheena, I'm not absolutely positive she is getting everything she needs because I haven't given her a bottle or formula.

CPA: So you are concerned that your breast milk might not be adequate for her.

Mom: Yes, I mean, I know it is the best food for her and I'm trying to take care of myself so the milk will be good but it's hard to know if she is getting enough.

CPA: I can see that this is very important to you. (Make a note) I'd like to ask you a few more questions about her diet and then talk more about if she is getting enough. Will that be OK with you?

Mom: Yeah.

CPA: Tell me about breastfeeding Sheena. How is breastfeeding going?

Mom: Well, we didn't have any problem getting started with breastfeeding because I had done it before. And she is a good baby. She usually only cries when she is hungry although she is hungry pretty often.

CPA: How often does she nurse?

Mom: About every three hours, for at least 20 minutes, day and night. It's probably why I am so tired!

CPA: That would make sense! How does she show you that she is hungry or full?

Mom: She makes these smacking sounds and sucks on her fist when she is getting hungry. Of course, she cries like crazy if we wait too long to get started, and then she usually falls asleep when she is full.

CPA: That sounds very normal. What if anything else is she getting besides breast milk?

Mom: Nothing else. Should I be giving her vitamins or water?

CPA: What did your doctor recommend?

Mom: He didn't think she needed anything besides breast milk.

CPA: What did you think?

Mom: It would be easier to just stick with breast milk.

CPA: I agree! Breast milk only is best for her at this age. What is your plan for introducing baby foods?

Mom: I think I will wait until 4 to 5 months like I did with my other children. Unless she needs it earlier because she isn't getting the extra vitamins from formula.

CPA: Well, you will get to feed her solid foods for many years! No need to start too early ☺. I do have some new information on the introduction of solids if you are interested. (Mom nods - make a note) So far, we have identified three areas for discussion: getting a breast pump, infant feeding and the adequacy of breast milk. (Show filled in circle charts) These match the concerns many mothers have about breastfeeding and infant feeding. What else should I add to this list?

Mom: I think that is everything.

CPA: OK. For the breast pump, I will introduce you to our breastfeeding counselor as soon as we finish up here and she will talk to you about our pump program so we can save that to the end. Which of these other items would you like to discuss in the last 10 minutes that we have together?

Mom: I'd like to talk more about the breast milk. I want to be sure Sheena is getting everything she needs.

CPA: What have you heard about nutrition in breast milk?

Mom: I guess it is supposed to have everything that the baby needs.

CPA: What would it look like if Sheena was not getting enough nutrition in her breast milk?

Mom: She probably wouldn't be healthy or grow and gain weight well.

CPA: Very true! We've talked about her good health already but I also have her growth charts here. Would you be interested in looking at them?

Mom: Yes, that would be good.

CPA: OK...here is her length compared to other infants her age. This dot is today's weight and this mark is her birth length. You can see that she is right near the middle of the normal range and that she has grown 1 ½ inches since birth. How does that look to you?

Mom: That looks good.

CPA: I think so also. Now if you look at her weight for age, you can see how she compares to other girls at age one month and that she has gained 2# since birth.

Mom: Does that mean she is getting enough to eat?

CPA: Yes, it is a very good indication. If we put her weight and length together, this compares her to herself rather than to other babies. This set of lines is the typical range and you can see that she is right in the middle. What do you think about that?

Mom: Would that be the average?

CPA: Yes, her weight matches her length very well.

Mom: I'm glad to see that. I guess she is doing OK and probably doesn't need any formula or other foods right now.

CPA: That sounds right. She is doing very well and you are taking good care of her! You're feeding her when she is hungry and stopping when she is full. As she gets older and her tummy gets larger, the frequency of feedings will change but as long as you are following her cues, she will be fine! The breast milk you are giving to her is adequate for her. When she gets closer to 6 months, she will probably be ready to try some new flavors and textures with baby foods. I have a handout here for infant feeding from birth to 6 months.

You can see the recommendations here. (Circle items) What questions do you have about this information?

Mom: I think it makes sense. I'm glad I don't need to give her formula.

CPA: Absolutely! Would you like to take this handout with you?

Mom: Sure.

CPA: How long do you think you will breastfeed Sheena?

Mom: I think I will try to go to about a year.

CPA: That would be wonderful! I'm going to put that into your record and we'll check back with you at future visits to see how everything is going. You've mentioned your interest in a breast pump and I am wondering what else you will need to meet your goal of breastfeeding Sheena until she is one year old?

Mom: I think I just need a pump and to learn how to use it.

CPA: Then it's time to get you connected with Susie who is our breastfeeding specialist! Before we leave the office, I wanted to let you know that I am certifying both you and Sheena on WIC until Sheena turns one year to help you breastfeed as long as you want to.

Mom: OK.

CPA: You will continue getting the full breastfeeding food package that started after you let us know that you were breastfeeding only. At 6 months old, Sheena will begin getting baby foods on her vouchers. What questions do you have about using the WIC vouchers?

Mom: I haven't had any problems with them.

CPA: That's great! Be sure and let us know if you have any problems. As for future appointments, we will need to weigh and measure Sheena again when she is 6 months old and we will send you that appointment in the mail. Your next appointment will be in 3 months, when we will have you come in for one of our nutrition education programs. This is our class list...many of our

breastfeeding moms come to our infant feeding class. Which of these topics would interest you?

Mom: I've been to all of the classes since I've been on WIC for awhile.

CPA: So there isn't anything on this list that would be new or interesting for you.

Mom: That's right.

CPA: We do have the option of coming in for an individual appointment where we could check-in with you about how things are going for your family. How does that sound?

Mom: Why do I need to come in for an appointment at all? Can't I just pick up my vouchers?

CPA: It's difficult to fit in one more appointment when you are busy with your family.

Mom: Yes and the appointments are not usually at a convenient time.

CPA: We can request a specific day of the week and a morning or afternoon time for individual appointments according to your preference. Nutrition education is one of the program benefits that we offer and we want to be sure that you and your family receive full program benefits. Which would you prefer, an individual appointment or one of these groups? (Show class list)

Mom: I'd rather do the individual appointment on a Monday. I can get babysitting on Mondays and that would be a help.

CPA: That sounds good. I'll put your request in the computer. If for any reason the appointment you receive in the mail does not match what we have talked about, be sure and let us know.

Mom: OK.

CPA: What other questions do you have about future appointments?

Mom: Nothing else.

CPA: I'll make a note on your card about the next appointments and I will have the clerk print out your vouchers while you talk to Susie about breast pumps. I know you will be able to continue successfully breastfeed Sheena! Thank you so much for coming in today! It was nice to see both of you...

Mom: Thanks.