



**For BFPC Supervisors:  
How to Ace the BFPC Portion of Your Next ME**

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**How to Ace the BFPC Portion of Your Next ME**

**What does the SA look at regarding the BFPC Program at your Management Evaluation (ME)?**

- CPAs are referring to BFPC
- BFPC has future contacts planned (or how BFPC remembers to follow up with clients)
- BFPC Contact Report shows BFPC activity
- BFPC is included in development of Nutrition Services Plan (NSP)
- BFPC is documenting notes in KWIC appropriately
- BFPC services are thoroughly integrated and documentation is appropriate

Other:

- Follow-up after issuing pumps is according to policy
- BF promotion activities apparent, BF posters
- BF promotion documented

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**How to Ace the BFPC Portion of Your Next ME**

**CPAs are Referring to BFPC**

- CPAs should be referring all PG and BF clients to BFPC and documenting referral in KWIC.
- What does CPA say when referring?  
It should be warm, like *"We have a great BFPC here who can talk to you more about breastfeeding. Would you like me to have her give you a call?"* Don't just document the referral in KWIC and never say anything to the client about the BFPC.

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**BFPC has future contacts planned (or how BFPC remembers to follow up with clients)**

- Does BFPC use "Next Contact" to keep track of when to contact client next?
- If no, how does BFPC know when to follow-up with client?

**Choose Next Contact Date**

**Note!**  
This is from KS-TRAIN course **KWIC Screens for BFPCs #1084402**

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**BFPC Contact Report shows BFPC activity**

- Are there several contacts, appropriate for the agency size?
- Are there a variety of contacts? Are there several contacts that involve the client (more in-person visits, phone calls, two-way texts—not just newsletters or one-way texts)?
- Are there PG or BF women who have not been contacted?

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**BFPC is included in development of Nutrition Services Plan (NSP)**

- Is the BFPC included in conducting the Breastfeeding Promotion Needs Assessment and developing the Breastfeeding objective and action steps?
- Is the BFPC included in conversations throughout the year about the progress of the NSP Breastfeeding objective and action steps?
- Does the BFPC know what the NSP is?
- Does the BFPC know what the current Breastfeeding objective for the current NSP is and what the progress has been?

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**BFPC is documenting notes in KWIC appropriately**

- Is BFPC writing clear and concise notes?
- Are the notes helpful for future encounters and to know what happened?
- Are they detailed enough so that CPAs and other staff are aware of important information that would help them in talking with client if client called while BFPC not available?

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**BFPC services are thoroughly integrated and documentation is appropriate**

- Overall BFPC services are integrated into WIC services
- Overall BFPC referrals and notes are appropriate

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**Follow-up after issuing pumps is according to policy**

- Do all clients who are issued a breast pump (of any kind) receive a phone call follow-up within 7 days?
- Does WIC staff (not just BFPC) follow-up with client about breast pump at every appointment until pump is returned? Do Clerks look at Reminders tab to know client has breast pump and to ask BFPC or CPA to talk with client for follow-up?

See policies [NED 05.04.01 – 05.04. 03](#)

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**BF promotion activities apparent, BF posters**

- Are there any BF activities posted? (Mom's groups, BF classes, BFPC program promotion, bulletin board of WIC BF moms, etc.)
- Are there BF promotion posters throughout clinic? (Waiting room, exam rooms, BFPC room, etc.)

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**BF promotion documented**

- Do all PG clients receive breastfeeding information at certification?
- Do CPAs document intention to BF for all PG clients?

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Thank you!  
**Questions?**

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