STARTING AN OUTPATIENT LACTATION CLINIC

Lessons Learned
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15 Clinics in California Received a $25,000 9 Month Grant from the CDC
Pittsburg Health Center
PITTSBURG HEALTH CENTER
Starting Point

- Clinic Inventory
- We used the assessment checklist provided from the grant.

- Staff training?
- IBCLC’s on staff?
- Referral system?
- Billing system?
- Inclusion of fields for breastfeeding and formula feeding in EPIC?
- Breastfeeding data?
- Clinic environment?
Breastfeeding Task Force

- We formed a multidisciplinary task force and met weekly for 9 months.
- Included members from management, billing, IT, QI, family practice, obstetrics, pediatrics, public health and WIC.
Breastfeeding Task Force
Dr. Diana Mahar, MD, IBCLC, and Monique Sims, RD, IBCLC provided a 2 ½ hour breastfeeding training to medical staff.

WIC extended an invitation to clinic staff to attend 20 hours of WIC breastfeeding training.
STAFF TRAINING CHALLENGES

- It was difficult for the clinic manager to allow more staff to attend trainings due to staff shortages.
IBCLC

- I was hired as the first county employed IBCLC. I worked 12 hours per week on setting up systems for referrals, scheduling, and billing for lactation visits.
- Now I staff two, 4 hour lactation clinics each week.
We created a lactation order in EPIC so that doctors can order an outpatient lactation consult in the electronic medical record.
REFERRAL SYSTEM FOR LACTATION SERVICES

- From the postpartum unit when mom and baby are being discharged.
- From inpatient IBCLCs
- From nursery nurses if baby needs a weight check.
- From WIC IBCLCs
BILL FOR LACTATION VISITS

- We bill for the lactation visit for mom under Healthy Start (CPSP).
- Lactation charge code was entered in EPIC (EMR) 94200021.
IBCLC’S BILLING FOR CONSULTS

- IBCLC’s are non licensed staff, but are able to bill under CPSP if they qualify as any of the listed providers.
LIST OF CPSP PROVIDERS

- Physicians Assistants
- Certified Childbirth Educators
- Comprehensive Perinatal Health Worker
- Psychologists
- Registered Dieticians
- Health Educators
- RN’s
- LVN
- Social Workers
- Physicians
- Certified Nurse Midwives
- Nurse Practitioners
- Certified Childbirth Educators
BILLING TIME FRAME FOR CPSP

CPSP Postpartum service time frame is to the last day of the second month after the month of delivery. For example, if a baby is born January 1st the coverage ends March 31st.
BREASTFEEDING SUPPLIES

- Supplies where added to the cart
  - Manual breast pumps, nipple shields, nipple cream,
- Charge codes are in EPIC
BILL FOR BREAST PUMPS

- We created a breast pump order in EPIC
- Our health plan has contracted with Pumping Essentials to provide back to work pumps.
- Our health plan is in the process of contracting with a new DME provider to provide hospital grade breast pumps.
CREATING A BREASTFEEDING FRIENDLY ENVIRONMENT

- Private breastfeeding area for patients
- Employee lactation room
- Breastfeeding friendly posters
PRIVATE BREASTFEEDING AREA FOR PATIENTS
We used a $500 grant from Healthy and Active B45 to buy a chair, foot stool, side table and mini fridge for our Employee Lactation Room.
CHALLENGES

- It was very difficult to find space for the employee lactation room.
- We got some push back from employees because the space that was chosen for the employee lactation room used to be the staff lounge.
BREASTFEEDING FRIENDLY POSTERS
WORKPLACE LACTATION ACCOMMODATION POLICY

- A 20-30 minute break, paid or unpaid during the 1st and 2nd half of her shift to nurse an infant or express breast milk
- Provisions for a lactation room
  1. That is a private clean space reasonably near the employee’s work area
  2. Has a clean safe water source and a sink nearby for washing hands and equipment.
  3. Has a few comfortable chairs (number depending on how many moms will be using the room.) The chairs should be low enough to the ground so that a mother’s feet can touch the ground for comfort.
  4. Has a few good power outlets.
  5. Has a flat surface for working on
UPDATED PATIENT BREASTFEEDING RESOURCE GUIDE

- Warm line
- WIC
- Public Health Nursing
- Latch Clinics
- Breastfeeding Coalition
- Mother’s Milk Bank
- Support Groups
- La Leche League
- Pump Rentals
PILOT MODELS

- Lactation consult coordinated with family practice NP (baby check up, postpartum visit and lac consult together)
- Lactation consult coordinated with pediatric visit
- Group Model
We chose to have the lactation clinic co-located with a family practice clinic or pediatric clinic. With separate lactation appointments.
PATIENT SERVICES

- Find space in the clinic
- Create a schedule template
- Registration
LACTATION CLINIC

- We have two 4 hour clinics weekly. Each clinic has 5 lactation appointments available which are 45 minutes long.
NEXT STEPS

- Our MD champion presented a budget proposal to the hospital administration to expand lactation clinics to 6 of our 8 county clinics.

- While we are waiting on an answer we are continuing to offer 2 weekly lactation clinics at the Pittsburg Health Center.
THANK YOU!
http://cchealth.org/wic/breastfeeding/pdf/breastfeeding-resources.pdf

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