Peer Counseling Monitoring

Policy No. BF-1290.02

Effective Date: October 1, 2016

Policy

The Breastfeeding Coordinator, Peer Counselor (PC) Supervisor, Lead Peer Counselor, or other designee is responsible for monitoring Peer Counselors’ caseloads and documentation; observing their face to face and telephone contacts; and completing quality assurance surveys.

Purpose

To standardize consistency with peer counseling management of their roles and responsibilities.

Procedures

I. Breastfeeding Coordinators, Peer Counselor Supervisors or Leads shall ensure that Peer Counselors’:

   A. Carry a caseload size that is 2 to 3 times their scheduled hours worked.

   B. Have appropriate caseload ratio (i.e. prenatal versus postpartum) (See Peer Counselor Caseload Management Policy).

   C. Contact participants within appropriate timeframes (See Breastfeeding Peer Counselor Policy)

   D. Document in the Peer Counselor Database (PCDB) record

      1. Participants’ concerns
      2. How they were educated
      3. Participants’ breastfeeding goal

   E. Addresses any follow up from the previous contact

   F. Yield to Designated Breastfeeding Expert or skilled care (if applicable)

II. Breastfeeding Coordinators, Peer Counselor Supervisors or Leads shall ensure that each Peer Counselor have one face to face and one telephone observation per quarter. (See Peer Counselor Observation Checklist).

   A. Maintain documentation that Peer Counselor staff received required quarterly observations. (See Continuing Education Documentation Log)

III. Breastfeeding Coordinators, Peer Counselor Supervisors, or Leads shall ensure that random quality assurance participant surveys are completed quarterly as detailed below. (See Peer Counselor Participant Survey).
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A. Five (5) percent of participants on the Peer Counselor Database’s “Recently Off Program” list from the previous quarter.

B. Five (5) percent of participants on the “Peer Counselor Database”’s “Estimated Due Date (EDD)” list.

Authority

Georgia WIC Program Policy

Definitions/Supporting Information

Peer Counselor Database (PCDB): a web-based application that provides mobile access to Peer Counselors’ (PCs) caseloads. This allows PCs to input time sensitive data from any location that has a secure internet network.