

## The Breastfeeding Review Scenario 2: “Lisa”

This is a real scenario that happens daily in clinics around the state and demonstrates the steps of a Breastfeeding Review. There are three roles: a client, a clerk, and a person to read the Breastfeeding Review steps being modeled and helpful hints, which are in *italics*. The **bold** text is the dialog. All parts may be read aloud by staff during a role play. Reading aloud the information in italics emphasizes how the Breastfeeding Review is completed using client-centered skills.

How was this scenario different?

- It was done by the clerk at the front counter. All clerks can support breastfeeding. This can be done at every check pickup.
- Providing breastfeeding support often is just assuring moms what is happening is normal.
- Providing moms with the support they need may eliminate the need to do as many Breastfeeding Reviews.
- A job responsibility of clerks is to know the benefits of breastfeeding and current breastfeeding management techniques. (WIC Policy and Procedure Manual, Volume I, Chapter 15, page 4 -Guidelines for Staff Orientation and Training on Breastfeeding Promotion and Support, 3/2007. The revision of Chapter 15 has expanded the role of the clerk in promoting supporting breastfeeding. The draft of Chapter 15 will be posted on the website soon.)
- Velen did offer the mom more help if the mom wanted it.

Speaker	Dialogue and actions
Lisa (client)	<b>My appointment is next week but I need formula today. I just walked in because I was at the doctor’s office across the street.</b>
Velen (clerk)	<p><b>Hello Lisa! Have a seat. I’m Velen. Remember me? I remember you!</b></p> <p><b>I remember that you had planned to breastfeed your baby. Tell me why your baby needs formula now?</b></p> <ul style="list-style-type: none"> <li>• <i>Velen establishes rapport with Lisa by using Lisa’s name &amp; introducing herself.</i></li> <li>• <i>She confirms Lisa’s original feeding decision.</i></li> <li>• <i>She asks open ended questions to engage Lisa in a discussion about why she needs formula</i></li> </ul>
Lisa (client)	<b>My baby wants to eat all of the time! All I do is feed him! I don’t have enough milk so I need to get some formula.</b>
Velen (clerk)	<p><b>A lot new moms feel like feeding the baby is the only thing they do all day. That can be hard.</b></p> <p><b>Oh, look how cute he is! He sure loves his momma! How old is your baby now?</b></p>

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Speaker	Dialogue and actions
	<ul style="list-style-type: none"> <li>• <i>Velen affirms Lisa’s feelings and concerns.</i></li> <li>• <i>Velen continues to engage Lisa by complementing her baby. Complementing the baby is a great way to engage your client.</i></li> </ul>
Lisa (client)	<b>Thank you! He’s three weeks old today.</b>
Velen (clerk)	<b>Three weeks old. What did the doctor say about his growth?</b> <ul style="list-style-type: none"> <li>• <i>Velen gathers information by asking open ended questions.</i></li> </ul>
Lisa (client)	<b>He said John is a big healthy baby boy and that he’s growing great. He’s gained 2 lbs since birth; he’s 9 pounds 12 ounces today.</b>
Velen (clerk)	<b>Wow that is great growth! Is that all growth from your breast milk?</b> <ul style="list-style-type: none"> <li>• <i>Velen provides encouragement to Lisa and assesses the feeding method.</i></li> </ul>
Lisa (client)	<b>Yeah, he’s had only my breast milk so far but now I need formula. That’s why I came in today, for formula.</b>
Velen (clerk)	<b>OK. I hear you asking for formula because you don’t think your baby is satisfied by your breast milk but according to your doctor, he seems to be growing great. Is that what you said?</b> <ul style="list-style-type: none"> <li>• <i>Velen uses her client centered active listening skills and reflects back her understanding of Lisa’s concerns.</i></li> </ul>
Lisa (client )	<b>Yeah.....</b>
Velen (clerk)	<b>Besides baby eating all of the time, can you tell me about any other concerns you have?</b> <ul style="list-style-type: none"> <li>• <i>Velen engages Lisa in a discussion about other concerns she may have.</i></li> </ul>
Lisa (client)	<b>Well, breastfeeding has been easy except that John is just not satisfied because I don’t have enough milk.</b>
Velen (clerk)	<b>Tell me why you think you don’t have enough milk?</b> <ul style="list-style-type: none"> <li>• <i>Velen asks open ended questions in a non-judgmental and helpful manner to continue to engage Lisa in a discussion about her concerns.</i></li> </ul>

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<b>Speaker</b>	<b>Dialogue and actions</b>
Lisa (client)	<p>All I know is that my sister’s baby drinks formula and only eats 5 times a day.  <b>John eats 8 times a day, and sometimes more!</b></p>
Velen (clerk)	<p>It does seem like he eats a lot but that’s pretty normal for a breastfeeding baby. Breastfed babies have different feeding patterns than formula fed babies. They eat more often because your breast milk is perfectly absorbed and doesn’t leave a big hard curd in his tummy. You can tell if a baby is getting enough breast milk by his growth. So if John is growing well he’s getting plenty of milk.</p> <p><b>Do you have any questions about what I just said?</b></p> <ul style="list-style-type: none"> <li>• <i>Velen asks for feedback to confirm Lisa understood the information.</i></li> <li>• <i>Velen pauses and waits to give Lisa a chance to speak. There is a long silence as Lisa processes the information.</i></li> </ul>
Lisa (client)	<p><b>I thought if he was eating all the time then he wasn’t getting enough milk..... But if he is growing okay, then he is getting enough milk. So I must have enough milk. Is that right?</b></p>
Velen (clerk)	<p><b>You got it! If John is growing well, then you do have plenty of milk for him. It sounds like you just have a big hungry baby. Babies at this age breastfeed about 8-10 times in a 24 hour period. Waking at night is still very common and sometimes they eat like crazy before they sleep for longer periods at night. Some moms call it “Tanking up.”</b></p> <ul style="list-style-type: none"> <li>• <i>Velen continues to target her information to address Lisa’s concerns and reassure her that what is happening is normal.</i></li> </ul>
Lisa (client)	<p><b>It’s just like that! I’m stuck in the rocking chair with John glued to my chest all night. If I have to get up, he screams his head off. He’s not happy unless he is eating. After a while he acts like I don’t have any more milk, and gets frustrated because my breasts are soft and out of milk. Last night this went on for two hours. My boyfriend said to give John formula, but I didn’t have any because I was going to breastfeed and didn’t take any from the hospital.</b></p>
Velen (clerk)	<p><b>Those nights can be frustrating!</b>  <b>After feeding your breasts may feel soft but you are really never “out of milk.” Your breasts make more milk every time you breastfeed, so breastfeed John when he acts hungry.</b></p>

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Speaker	Dialogue and actions
	<ul style="list-style-type: none"> <li>• <i>Velen continues to use active listening skills to affirm Lisa’s feelings. She sounds empathetic in order to further engage Lisa.</i></li> <li>• <i>Velen continues to target the information she gives towards Lisa’s concerns.</i></li> </ul>
Lisa (client)	<b>Really?</b>
Velen (clerk)	<p><b>Really! It seems hard right now but this won’t last forever, even though it feels like it will. In a year or so he will be running away from you yelling “No!”</b></p> <ul style="list-style-type: none"> <li>• <i>Moms need to know that they will get through this hard time, that it has an end and won’t last forever.</i></li> <li>• <i>Velen and Lisa laugh. If it is appropriate to do so, use humor. Laughing is a great way to ease stress and helps to aid learning.</i></li> </ul>
Lisa (client)	<b>I don’t feel like I need formula today now. I really wanted to breastfeed and not give it but I was afraid I didn’t have enough milk. Thanks for the information!</b>
Velen (clerk)	<p><b>Good for you for committing to breastfeed! You’re right, you don’t need formula!</b></p> <ul style="list-style-type: none"> <li>• <i>Velen praises Lisa for her decision and encourages her to continue to fully breastfeed.</i></li> </ul>
Lisa (client)	<b>So as long as I keep breastfeeding John and feed him whenever he’s hungry, I will make enough milk?</b>
Velen (clerk)	<p><b>That’s right. Do you want to know what I think?</b></p> <ul style="list-style-type: none"> <li>• <i>Velen confirms that Lisa understands the information given.</i></li> <li>• <i>Velen uses her client centered skills to ask permission to provide information.</i></li> </ul>
Lisa (client)	<b>Sure.</b>
Velen (clerk)	<p><b>I think you are an awesome mom who is doing a great job breastfeeding her healthy baby boy who loves to breastfeed.</b></p> <ul style="list-style-type: none"> <li>• <i>Velen provides much needed encouragement to Lisa. All moms, especially new ones, need positive reinforcement and encouragement.</i></li> </ul>
Velen (clerk)	<b>Do you want some handouts on breastfeeding? I could have someone from the back come out and review them with you.</b>

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	<ul style="list-style-type: none"> <li><i>Velen offers Lisa the option of handouts rather than just providing them to her.</i></li> </ul>
Lisa (client)	<b>No I think you answered my questions. I have an appointment next week. Will they weigh John then?</b>
Velen (clerk)	<b>They will. Remember “Breastfeeding makes breast milk”, so just keep breastfeeding and we’ll see you on Tuesday. You are doing a great job!</b> <ul style="list-style-type: none"> <li><i>Velen encourages fully breastfeeding and provides encouragement to Lisa.</i></li> </ul>

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