

The Breastfeeding Review

Scenario 3: “Anna”

This is a real scenario that happens daily in clinics around the state and demonstrates the steps of a Breastfeeding Review. There are four roles: a client, a clerk, a certifier, 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.

Have available the handout, “Solutions for common concerns- Engorgement.” After reading this scenario, have a discussion using the following questions below:

If Anna wanted to continue to breastfeed, what would you do to help her? Refer to the handout, “Solutions for Common Concerns-Engorgement”

What if Anna wanted to quit breastfeeding what strategies could you give her to relieve her engorgement?

- Binding breasts with an ACE bandage or sports bra.
- Apply cold compresses to breasts.
- Do not express milk.
- Avoid nipple stimulation.
- No medication is given to “dry up” milk these days.
- Restricting fluids does not help “dry up” milk.
- Issue formula. Powder formula is recommended if she wants to do some breastfeeding.
- Encourage some breastfeeding if she seems unsure. She probably has plenty of milk.
- Tell Anna that she will continue to have milk if she breastfeeds.

Speaker	Dialogue and action
Anna (client)	I need to get formula today. My baby cries all the time and I don't have any milk. My husband is tired of hearing the baby cry and says I must be starving her.
Susie (clerk)	<p>That sounds terrible. I am so sorry that you're having such a hard time. Let me call Martha and see if she can come out and talk to you.</p> <ul style="list-style-type: none"> • <i>Susie notices that Anna looks upset and like she's been crying.</i> • <i>She affirms the client's feelings and demonstrates empathy. Showing empathy is a great way to establish rapport with a client.</i>
Anna (client)	Why can't you just give me checks for formula now? I'm in a hurry.
Susie (clerk)	I wish I could, but I need to have another staff member talk

**The Breastfeeding Review
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	<p>with you and get your checks. Do you have a few minutes while I try to get someone?</p> <ul style="list-style-type: none"> • <i>Susie acknowledges the client’s request for formula checks.</i> • <i>According to the NFC policies, a CPA trained in breastfeeding support must do a Breastfeeding Review before formula is issued to a breastfeeding infant.</i> • <i>Susie uses her client centered skills and asks if the client would like to wait a few minutes until someone can help her.</i>
Anna (client)	<p>All right, but my mother-in-law is in the car with the baby so I have to hurry.</p>
Susie (clerk)	<p>I understand. I’ll tell Martha you are in a hurry. She’ll be out in a minute.</p> <ul style="list-style-type: none"> • <i>Susie demonstrates active listening by confirming she has heard client’s concerns about being in a hurry.</i> • <i>She gives the client a sympathetic smile.</i>
Anna (client)	<p>Okay. (Sighs heavily.)</p>
Martha (CPA)	<p>Hello, my name is Martha. Susie said you came in for formula because you are having trouble with breastfeeding. She also told me that you were in a hurry, so I’ll try to be quick.</p> <ul style="list-style-type: none"> • <i>Martha attempts to build rapport by introducing herself to the Anna. Introductions can happen right out in the waiting area.</i> • <i>She informs the client of the reason for the visit.</i> • <i>She acknowledges that Anna is concerned about the time. This shows respect for the client.</i>
Martha (CPA)	<p>What’s your name?</p> <ul style="list-style-type: none"> • <i>She builds rapport by learning Anna’s name.</i>
Anna (client)	<p>Anna.</p>
Martha (CPA)	<p>Hello Anna, let’s go back to my office and we can talk about what’s going on.</p> <ul style="list-style-type: none"> • <i>Martha continues to establish rapport by calling Anna by name and welcoming her into her office.</i>

**The Breastfeeding Review
Scenario 3: “Anna”**

Speaker	Dialogue and action
Anna (client)	I already told the other girl that I want formula. There’s no milk coming out of my breasts, my nipples are sore and my baby just keeps crying. My husband wants me to get formula so I don’t starve my baby.
Martha (CPA)	<p>I’m so sorry. That sounds terrible. If you come back to my office we can sit down and figure out how much formula you need.</p> <ul style="list-style-type: none"> • <i>Martha affirms Anna’s feelings while sounding empathetic.</i> • <i>She affirms Anna’s request for formula.</i>
Anna (client)	Okay...
Martha (CPA)	<p>How old is your baby?</p> <ul style="list-style-type: none"> • <i>Martha starts gathering information needed for the Breastfeeding Review.</i>
Anna (client)	4 days old.
Martha (CPA)	<p>A little one! A lot of new moms find having a newborn overwhelming. Sounds like you wanted to breastfeed but things aren’t working out.</p> <p>What do you think is happening?</p> <ul style="list-style-type: none"> • <i>Martha acknowledges Anna’s feelings and normalizes her experience in an attempt to help her feel like she is not alone.</i> • <i>She affirms Anna’s original plan to breastfeed and acknowledges that Anna is having trouble.</i> • <i>She asks open ended questions to engage Anna in a discussion about why breastfeeding isn’t working out for her.</i>
Anna (client)	I didn’t have any milk coming out so my husband gave Tabitha a bottle. It really filled her up because she slept for 4 hours. And I finally slept too. But when I woke up my breasts were big and hard and they hurt. I tried to feed her but my nipples got sore and nothing would come out. I don’t have any milk and I need formula.
Martha (CPA)	That sounds frustrating. I’m so sorry that you are in pain. Unfortunately these kinds of problems sometimes happen in the early days of breastfeeding. Do you want me explain what’s happening?

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	<ul style="list-style-type: none"> • <i>Martha exhibits active listening skills and acknowledges Anna’s pain and frustration.</i> • <i>She targets the information she gives to address Anna’s concerns.</i> • <i>She uses her client centered skills and asks permission to provide information.</i> • <i>Anna begins to cry and Martha hands her a box of tissues.</i>
Anna (client)	Okay.
Martha (CPA)	<p>It sounds like your milk has come in but baby can’t get it out because your breasts are so full. This is called engorgement.</p> <p>It can be miserable but the good news is that it usually happens only once. This is a sign that your milk has come in. If you can get the baby to latch on and get the milk out, engorgement goes away. You poor thing, it will get better!</p> <ul style="list-style-type: none"> • <i>Martha continues to target the information she gives to Anna.</i> • <i>She gives Anna hope that things will get better.</i>
Anna (client)	I am just so done with this!
Martha (CPA)	<p>At this stage, lots of moms feel the same way you do. You started out breastfeeding so it sounds like it must have been important to you. Can you tell me more about that?</p> <ul style="list-style-type: none"> • <i>Martha normalizes Anna’s feelings.</i> • <i>She reminds Anna of her original plan to breastfeed.</i> • <i>She asks opened ended questions to learn more about Anna’s motivation to breastfeed to try to help Anna connect with her original desires, and hopefully keep her breastfeeding.</i>
Anna (client)	Well, I want what is best for my baby.
Martha (CPA)	<p>Of course you do.</p> <ul style="list-style-type: none"> • <i>Martha reflects Anna’s desire to do the best for her baby and reinforces the positive.</i> • <i>She then pauses to allow time for Anna to think and respond.</i>
Anna (client)	But I can’t stand this pain and Tabitha crying all time.

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Martha (CPA)	<p>I can give you formula today, but it sounds like you wanted to breastfeed. Can I give you some help to get through this engorgement and get milk to your baby?</p> <p>If you give Tabitha formula, you’ll still be engorged and you’ll eventually make less breast milk. I want to make sure that breastfeeding doesn’t end before you and your baby really want it to.</p> <p>Tell me what you want to do and I can help you.</p> <ul style="list-style-type: none"> • <i>Following the NFC policy, Martha explains the risks of adding formula to the baby’s diet and what will happen to Anna’s breast milk production and breastfeeding if she starts formula now.</i> • <i>Martha empowers Anna by giving her the choice about what is going to happen next by asking open ended question. She gives Anna a chance to share her thoughts and plans for continued breastfeeding, or quitting.</i>

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