

Peer Counselor Documentation Review

Purpose of the Procedure:

Routine reviews of documentation will be conducted for each Breastfeeding Peer Counselor (BFPC) to ensure compliance with contact and documentation standards.

Scope of the Procedure:

Local agency BFPC Coordinators will review documentation in the WIC electronic data system for at least five participants each month for every Peer Counselor.

General Procedure:

Using the WIC electronic data system, obtain the current BFPC Caseload for each Peer Counselor and select five participants. Best practice is to choose both pregnant and breastfeeding participants who are at different stages in their pregnancy and breastfeeding.

Review documentation for the following criteria:

1. Timeliness of entry: documentation should ideally be completed on the same day as the client contact and must be done within 48 hours.
2. Completeness and quality: notes should be thorough, clearly written, and summarized appropriately.
3. Information provided was evidence-based, within scope and tailored to the individual participant.
4. Appropriate referrals: referrals are made to the correct person when needed.
5. Adherence to the BFPC Client Contact Schedule.

Follow-up:

All Peer Counselors will be informed of findings from the document review.

If a deficiency or opportunity for improvement is identified during the documentation review, the BFPC Coordinator will address it with the Peer Counselor.

Results of documentation reviews will be shared with the State BFPC Coordinator during the biannual BFPC site review and at any time requested by the State BFPC Coordinator.