WisPQC Human Milk Feeding Key Driver Diagram

Goal 1: Increase the number and percent of infants receiving any human milk during hospitalization.

Goal 2: Increase the number and percent of infants receiving only human milk during hospitalization.

Primary Drivers	Secondary Drivers	Change Ideas (this is not an exhaustive list)
Promote and support infant/parent bonding	1. Skin-to-skin contact 2. Rooming-in 3. Early expression of milk if infant separated	• Provide staff education. • Include EHR fields and audits charts. • Implement PDSA case review processes. • Document and evaluate outliers. • Actively solicit parental feedback. • Have a process to identify, mitigate, understand, and learn from patient feedback related to experience. • Identify resources for pumping, saving, transferring milk for infants separated from parents.

Support and education for lactating parents	1. Prenatal education
	2. Minimal separation during transition
	3. Staff teaching
	   a. Feeding techniques
	   b. Feeding cues and pacifiers
	   c. Formula use
	   d. Formula preparation
	   e. Feeding problems
	4. Discharge follow-up, including medical provider, WIC, and community-based resources
		• Provide patient support materials in multiple languages and consider literacy level.
		• Include parents in development of support plans for patients/families.
		• Actively solicit parental feedback.
		• Develop and implement curriculum for staff.
		• Develop checklist to assess staff practice and competency.
		• Have a process to identify, mitigate, understand, and learn from patient feedback related to experience.
		• Develop process for evaluating discharge plans.
		• Engage WIC and community resources in discharge planning.

Support and education for staff	1. Educational opportunities 2. Policies/protocols/procedures	• Identify gaps in knowledge and care. • Engage parents in educational needs assessment. • Develop or introduce educational resources. • Evaluate existing policies/protocols/procedures to determine relevance. • Include stigma and bias training.
System support	1. Formula acquisition 2. Donor milk	• Evaluate policies related to formula and supply acquisition. • Assess need for donor milk.