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.

<table>
<thead>
<tr>
<th>Primary Drivers</th>
<th>Secondary Drivers</th>
<th>Change Ideas (this is not an exhaustive list)</th>
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</table>
| 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. |

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