



Booklet 2

Community Health Service Self-Appraisal



Baby Friendly Health Initiative, Australia
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Preparing for Assessment and Use of the Self-Appraisal

This self-appraisal has been developed for use by Community Health Services (CHS) to evaluate how their current practices measure up to the *7 Point Plan for the Promotion and Protection of Breastfeeding in Community Health Services*. The self-appraisal should be used in conjunction with the requirements for each step as described in *Booklet 1: Implementation of the 7 Point Plan for the Promotion and Protection of Breastfeeding in Community Health Services*.

Analysing the Self-Appraisal Results

If the CHS finds that many of its answers to this self-appraisal are 'yes', this is an indication of good progress towards implementation of the *7 Point Plan*. A CHS should develop an action plan to implement changes in practice if there are many 'no' answers on the self-appraisal. The aim would be to eliminate practices that impede exclusive breastfeeding and to expand those that enhance it.

If this self-appraisal indicates a need for substantial improvements in practice, the CHS is encouraged to spend several months in improving practices, providing staff education and establishing new practices. The self-appraisal process may be repeated to check progress until it is felt the CHS is ready for assessment.

Baby Friendly Assessment

The CHS applies for assessment when the service considers itself ready for Baby Friendly accreditation. An external team will be appointed to assess the CHS, which includes reviewing staff education, breastfeeding policy, parent education, parent handouts, and completing interviews with staff and mothers. Following assessment, a report is submitted to the BFHI Manager with a recommendation regarding Baby Friendly accreditation. The report is then reviewed by an independent assessor. The final decision regarding Baby Friendly accreditation is made by the Chief Executive Officer, Australian College of Midwives.

If, following assessment, a CHS is deemed to need remedial actions in one or more areas of the *7 Point Plan* before Baby Friendly accreditation can be awarded, recommendations for specific improvements will be included in the assessment report. The process of taking action regarding improvements is a supportive one, and ultimately the aim is to see all applicants awarded Baby Friendly accreditation.

It is recommended that a further self-assessment be completed 18 months following accreditation as a quality improvement activity and to monitor that the CHS is continuing to meet the *7 Point Plan*.

Baby Friendly accreditation is for three years, at which point the CHS will apply for re-accreditation and undergo another assessment.

Facility Information

Date completed:	
Name of facility:	
Address:	
Name of CEO/Chief Administrator:	
Name and position of contact person for BFHI Assessment:	
Telephone:	Email:
Type of facility:	
<input type="checkbox"/> Metro	
<input type="checkbox"/> Regional	
<input type="checkbox"/> Remote	
<input type="checkbox"/> Primary Health	
<input type="checkbox"/> Allied Health	
<input type="checkbox"/> General Practice	
<input type="checkbox"/> Maternal, Child & Family Health	
<input type="checkbox"/> Aboriginal & Torres Strait Islander Health	
<input type="checkbox"/> Other - please specify:	
Services provided (<i>tick all which apply</i>)	
<input type="checkbox"/> Universal Contact (first visit)	<input type="checkbox"/> Day Stay
<input type="checkbox"/> Well Baby Clinic	<input type="checkbox"/> Residential Service
<input type="checkbox"/> Home Visiting	<input type="checkbox"/> Parenting Groups
<input type="checkbox"/> Clinic - by Appointment	<input type="checkbox"/> Antenatal Service
<input type="checkbox"/> Clinic - drop In	<input type="checkbox"/> Outreach Service
<input type="checkbox"/> Breastfeeding Clinic	<input type="checkbox"/> Other - please specify
Total number of sites in the Service:	
Street address of all sites in Service: (please attach additional pages if required)	
Additional information about the Service (e.g. accessibility of location)	

Group 1 Staff [all staff who provide direct assistance with breastfeeding]

Total Number:

Categories:

Group 2 Staff [staff who may provide breastfeeding advice but do not assist with breastfeeding]

Total Number:

Categories:

Group 3 Staff [staff who have contact with pregnant and breastfeeding women]

Total Number:

Categories:

For Hardcopy use please tick or cross the appropriate box.

For Electronic use, double click on the appropriate box and select "Checked" under Default Value

POINT 1 Have a written breastfeeding policy that is routinely communicated to all staff and volunteers.

1.1	Does the CHS have a written breastfeeding and infant feeding policy that addresses the principles and practices that support implementation of each the 7 Point Plan?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.2	Was the policy developed with a multi-disciplinary team (for example consumers, local breastfeeding support groups, nursing/midwifery staff, physicians and management)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.3	Does the CHS have detailed evidence-based protocols to support the policy and are these protocols referred to in the policy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.4	Are the policy and protocols available so that all staff who have contact with pregnant women, mothers and babies know where they can refer to them?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.5	Does the policy protect breastfeeding by adhering to the relevant provisions of the WHO Code and WHA resolutions by prohibiting all promotion of artificial feeding and materials which promote the use of infant formula, feeding bottles and teats?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.6	Does the policy prohibit the acceptance of free and subsidised (low cost) products within the scope of the International Code?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.7	Does the policy prohibit the distribution of samples and supplies of infant formula to parents?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.8	Does the policy address restrictions on access to the CHS and staff by representatives from companies which distribute or market products within the scope of the WHO Code?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.9	Does the policy prohibit direct or indirect contact of these representatives with pregnant women and mothers and their families?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.10	Does the policy prohibit the acceptance of free gifts, non-scientific literature, materials or equipment, money, or support for in-service education or events from these companies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.11	Does the policy support careful scrutiny at the institutional level of any research which involves mothers and babies for potential implications on infant feeding or interference with the full implementation of the policy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.12	Is there a mechanism for evaluating the effectiveness of the policy and protocols and updating them at least every 3 years to ensure current evidence based standards?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.13	Does the policy indicate a process for monitoring breastfeeding initiation and duration rates and initiatives to promote breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.14	Is the policy accessible to users of the CHS, and a summary visibly posted in relevant areas with a note that the full policy may be viewed on request?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

1.15	Is the policy or summary written and displayed in the language(s) most commonly understood by users of the CHS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.16	Does the policy ensure continuity of care between hospital, community and other health services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.17	Does the policy support staff to continue breastfeeding after returning to work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.18	Do staff and volunteers who have contact with pregnant women, mothers and babies receive orientation to and continuing education about the policy and protocols?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

POINT 2 Educate all staff in the knowledge and skills necessary to implement the breastfeeding policy.

2.1	Have all staff who have contact with pregnant women, mothers and babies received orientation to the CHS breastfeeding policy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.2	Have those same staff received education in the skills necessary to implement the policy and the 7 Point Plan, appropriate to their staff group?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.3	Do all new staff, agency/relieving staff and students who have contact with pregnant women, mothers and babies receive orientation to the policy at commencement of shift/ placement/ visit?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.4	Is there an education schedule for new staff and long-term agency/casual staff who have contact with pregnant women, mothers and babies, commenced within 6 months of their employment and completed within 12 months, unless they have received sufficient education elsewhere?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.5	Does the education for Group 1 include a focus on using 'hands-off' breastfeeding assistance techniques?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.6	Does the education for Groups 1 and 2 include how to provide infant feeding assistance to mothers who are not breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.7	Does the education for Groups 1 and 2 cover the <i>Acceptable Medical Reasons for Use of Breastmilk Substitutes?</i> (See Appendix 2 in Booklet 1)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.8	Does the education for Groups 1 and 2 cover the facility's and health workers' responsibilities under the WHO Code and subsequent WHA resolutions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.9	Does the education for Groups 1 and 2 include the required hours for each staff group? (See standards for Step 2 in Booklet 1)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.10	Does the facility maintain records of education hours completed by each staff member, including Recognition of Prior Learning (RPL) and supervised clinical experience where relevant?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.11	Does the facility require Group 1 staff members to maintain a personal record of education, including RPL, which can be shown to assessors on request?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.12	If the facility is applying for reassessment is there continuing education provided to staff as per the requirements outlined in Step 2?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

POINT 3 Inform women and their families about breastfeeding being the biologically normal way to feed a baby and about the risks associated with not breastfeeding.

Does the CHS provide an antenatal service or antenatal classes?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If No this Point is not applicable and will be omitted from the assessment. Move on to Point 4			
3.1	Are pregnant women informed about the importance and management of breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.2	Are pregnant women asked about previous breastfeeding experience and breastfeeding knowledge?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.3	Is a mother who did not breastfeed a previous child or had problems with breastfeeding offered or referred for prenatal counselling for breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.4	Does the antenatal education/discussion cover the required content listed in Point 3? <i>(See criteria for Point 3 in Booklet 1)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.5	Is written antenatal information at the appropriate literacy level and in the languages most commonly understood by the users of the CHS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.6	Are pregnant women in their third trimester, who have attended at least two (2) visits able to: <ul style="list-style-type: none"> - Confirm that breastfeeding has been discussed with them? - Answer simple questions related to the importance of breastfeeding and describe aspects of breastfeeding management - Confirm that they have not received any group education on the preparation and use of infant formula from the CHS? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.7	Are pregnant women able to confirm they have not seen displayed in the CHS or been given any materials which picture or promote artificial feeding or a proprietary product that is within the scope of the Code?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.8	Are Group 1 and 2 staff able to describe two issues that should be discussed with a pregnant woman/or mother if she indicates that she is considering feeding her baby with infant formula?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.9	Are all antenatal educational handouts and sample bags free of promotion of artificial feeding bottles, teats or dummies and do not contain samples of or redeemable vouchers for these products?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.10	Is guidance about continuing to breastfeed when pregnant offered if requested?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.11	Are pregnant women made aware of the breastfeeding support groups and services in the local area?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

POINT 4 Support mothers to establish and maintain exclusive breastfeeding to six months.

4.1	Can the Head of Service report on any strategies for improving breastfeeding rates?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.2	Can the Head of Service describe how the CHS supports mothers to access breastfeeding support groups in the local area?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.3	Can the Head of Service outline the infant feeding education and support the CHS provides to a mother not breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.4	Are the randomly selected mothers who are breastfeeding able to confirm that they have been given information on at least 6 of the following topics: <ul style="list-style-type: none"> - Why exclusive breastfeeding for 6 months is recommended - Feeding cues other than crying - Importance of keeping baby near [room sharing for 6 – 12 months] - How to recognise if their baby is getting enough breastmilk - Use of teats or dummies [discouraged while breastfeeding being established] - Breastfeeding support available in the community - Effect on breastfeeding of introducing solids prior to 6 months - Effect on breastfeeding of introducing infant formula 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.5	Are the same mothers able to confirm that they were offered assistance from staff to: <ul style="list-style-type: none"> - Position and attach their baby for breastfeeding - How to recognise if their babies are well attached and breastfeeding effectively (good milk transfer) - What to do if their breasts it become uncomfortably full and their baby is separated from them - How to express their breastmilk - How to store, transport and feed their expressed breastmilk 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.6	Are the same mothers, if preparing for a separation from their baby, able to confirm that they were offered information if requested on: <ul style="list-style-type: none"> - How to express their breastmilk - How to store and feed their expressed breastmilk - How to maintain lactation 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.7	Are mothers who are not breastfeeding able to confirm that: <ul style="list-style-type: none"> - They received individual instruction about the safe preparation, storage and feeding of infant formula to their baby, where needed - They were educated about the signs that their baby was adequately hydrated 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.8	Are these same mothers able to describe <u>at least 3</u> of the important skills required for the safe preparation, storage and feeding of infant formula as listed in Booklet 1 Point 4?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.9	Are Group 1 Staff able to demonstrate the (hands off) skills needed to assist mothers who are breastfeeding to successfully feed their babies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

4.10	Are the same staff able to describe how they would support a mother to help recognise if their baby is attached and breastfeeding well?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.11	Are the same staff able to describe how they would support a mother to increase her breastmilk supply?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.12	Are the same staff able to describe correct technique for hand expressing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.13	Are the same staff able to answer 6 out of 8 breastfeeding management questions concerning challenges that may occur? (<i>Refer Booklet 1 Point 4 criteria standard</i>)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.14	Are the same staff able to provide correct information about the storage, use and transport of expressed breastmilk including the risks associated with microwave oven use?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.15	Are the same staff able to describe how they would support a mother to appropriately use 2 of the following lactation aids: <ul style="list-style-type: none"> - Breast pumps - Supply line - Nipple shields - Cup feeding 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.16	Are the same staff able to describe how they would support a mother planning to return to work and continue breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.17	Are the same staff able to describe how they would support a mother not breastfeeding to safely prepare infant formula and feed her baby?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.18	Are Group 1 and 2 Staff able to describe <u>at least 3</u> of the Acceptable Medical Reasons for the use of Breastmilk Substitutes?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.19	Are Group 2 Staff able to correctly state the recommended duration for exclusive breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.20	Do observations in the CHS confirm that infant formula and equipment for artificial feeding are stored discreetly and are not openly on display?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.21	Do observations in the CHS confirm that there is adequate space and necessary equipment for giving individual formula preparation demonstrations, away from breastfeeding mothers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.22	Does a review of CHS records and receipts indicate that infant feeding products are purchased for at least the wholesale price, or by government tender or brought in by parents for their infant's use?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.23	Is the Breastfeeding Clinic/Residential/Day Service Coordinator able to explain the importance of keeping baby near (room sharing for the first 6-12 months)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.24	Are the same staff able to describe the information that staff provide to breastfeeding mothers about the appropriate use of dummies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.25	Are the same staff able to describe how a mother not breastfeeding is assisted to safely prepare infant formula and feed her baby?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

POINT 5 Encourage sustained breastfeeding beyond six months with appropriate introduction of complementary foods.

5.1	Is the Head of Service able to describe how families who do not regularly use the service can access information about infant feeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.2	Are Group 1 Staff able to outline the information they provide on the appropriate introduction of complementary foods?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.3	Are the same staff able to outline the information they provide regarding contraception compatible with breastfeeding, including LAM?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.4	Are mothers who are breastfeeding babies less than 6 months able to confirm that they have been provided with appropriate information about introducing complementary foods?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.5	Are the same mothers able to confirm that they have been provided with information (if required) on how to maintain breastfeeding following the introduction of complementary foods?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.6	Are the same mothers able to confirm that staff have provided them with information on how to manage breastfeeding challenges, including how to care for their breasts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

POINT 6 Provide a supportive atmosphere for breastfeeding families, and for all users of the service.

6.1	Is the Head of Service able to confirm that breastfeeding is welcome in all areas of the CHS and that a private area is available on request?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.2	Is the Head of Service able to confirm that signs conveying breastfeeding is welcome are posted in public areas of the CHS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.3	Is the Head of Service able to confirm the facility does not accept gifts, materials, sponsorship or support for infant feeding related education or events from companies which distribute or market products within the scope of the WHO Code?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.4	Are staff able to describe how they make mothers feel welcome to breastfeed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.5	Are mothers who are breastfeeding able to confirm that they were made to feel welcome to breastfeed their babies when attending the CHS and if they requested privacy this was facilitated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.6	Are the same mothers able to confirm they have not seen used or displayed in the CHS or been given any materials which picture or promote artificial feeding or a proprietary product that is within the scope of the Code including toddler milk?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.7	Are the same mothers able to confirm they have not received any free sample(s) of infant formula or other breastmilk substitutes, inappropriate for age foods, products or promotional items including coupons and/or redeemable vouchers for same?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.8	Do observations in the CHS confirm that a clean, pleasant, comfortable area is provided for breastfeeding, including a private area where space allows?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.9	Do observations in the CHS confirm that there are signs indicating breastfeeding is welcome?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.11	Do observations in the CHS confirm that no materials or literature produced by a company which markets or distributes products covered by the scope of the WHO Code are used, displayed or distributed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.12	Do observations in the CHS confirm that all educational materials (including DVD's, posters, booklets and handouts) or sample bags available and/or distributed to women are free of promotion for artificial feeding bottles, teats or dummies and do not contain samples of infant formula, infants foods or drinks, teats, bottles or dummies, or redeemable vouchers for these products.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

POINT 7 Promote collaboration between staff and volunteers, breastfeeding support groups and the local community in order to promote, protect and support breastfeeding.

7.1	Is the Head of Service able to describe an adequate process to ensure a continuum of care from birth?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.2	Is the Head of Service able to describe a system of follow up for all mothers after they are discharged from hospital (e.g. early postnatal or lactation clinic checkup, home visit, clinic visit, telephone call, referral to a mother support group)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.3	Is the Head of Service able to describe collaboration between the CHS and the local community to protect, promote and support breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.4	Are the mothers who are breastfeeding confirm that they are aware of and know how to access breastfeeding support services available in the community? <ul style="list-style-type: none"> - <input type="checkbox"/> Australian Breastfeeding Association (ABA) - <input type="checkbox"/> Breastfeeding clinics - <input type="checkbox"/> Lactation consultants - <input type="checkbox"/> 24 hour breastfeeding support helpline - <input type="checkbox"/> Other appropriate breastfeeding support services 	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.5	Are the same mothers able to confirm that they were offered and/or were given written information and contact details of these breastfeeding support services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.6	Are Group 1 Staff and the Breastfeeding Clinic/Day Service/Residential Coordinator able to identify an appropriate CHS referral pathway to support mothers who require assistance with breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.7	Are Group 1 Staff able to explain the breastfeeding support groups in their local area?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.8	Are Group 2 Staff able to explain other sources of breastfeeding support in the community such as ABA/mother to mother?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.9	Are Group 1, 2 and 3 Staff able to identify the appropriate professional in the CHS to contact for assistance with breastfeeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No