

Increasing First Time Mothers' Breastfeeding Confidence Using Post-Hospital Discharge Phone Support: A Quality Initiative

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Description of the Problem

- Only 23.9% of infants in Texas are exclusively breastfed through six months of life (CDC, 2020).
- Healthy People 2030 goal is 42.4% to improve infant and maternal health outcomes (DHHS, n.d.).
- At St. David's Georgetown Hospital, breastfeeding mothers do not receive breastfeeding follow-up past discharge home from the hospital.
- Families need postpartum breastfeeding support to increase confidence, duration, and exclusivity.

Purpose Statement

Increase breastfeeding support and confidence in first-time mothers between one and two weeks postpartum through the completion of a breastfeeding support phone call with an International Board-Certified Lactation Consultant. (IBCLC).

Aim 1

Provide breastfeeding support phone calls to at least 80 percent of first-time breastfeeding mothers discharged from St. David's Georgetown Hospital between June and September of 2021

Aim 2

Increase confidence in 100% of participants.

In first-time breastfeeding mothers, will a breastfeeding support phone call improve reported feeding confidence between one and two weeks postpartum when compared to hospital discharge?



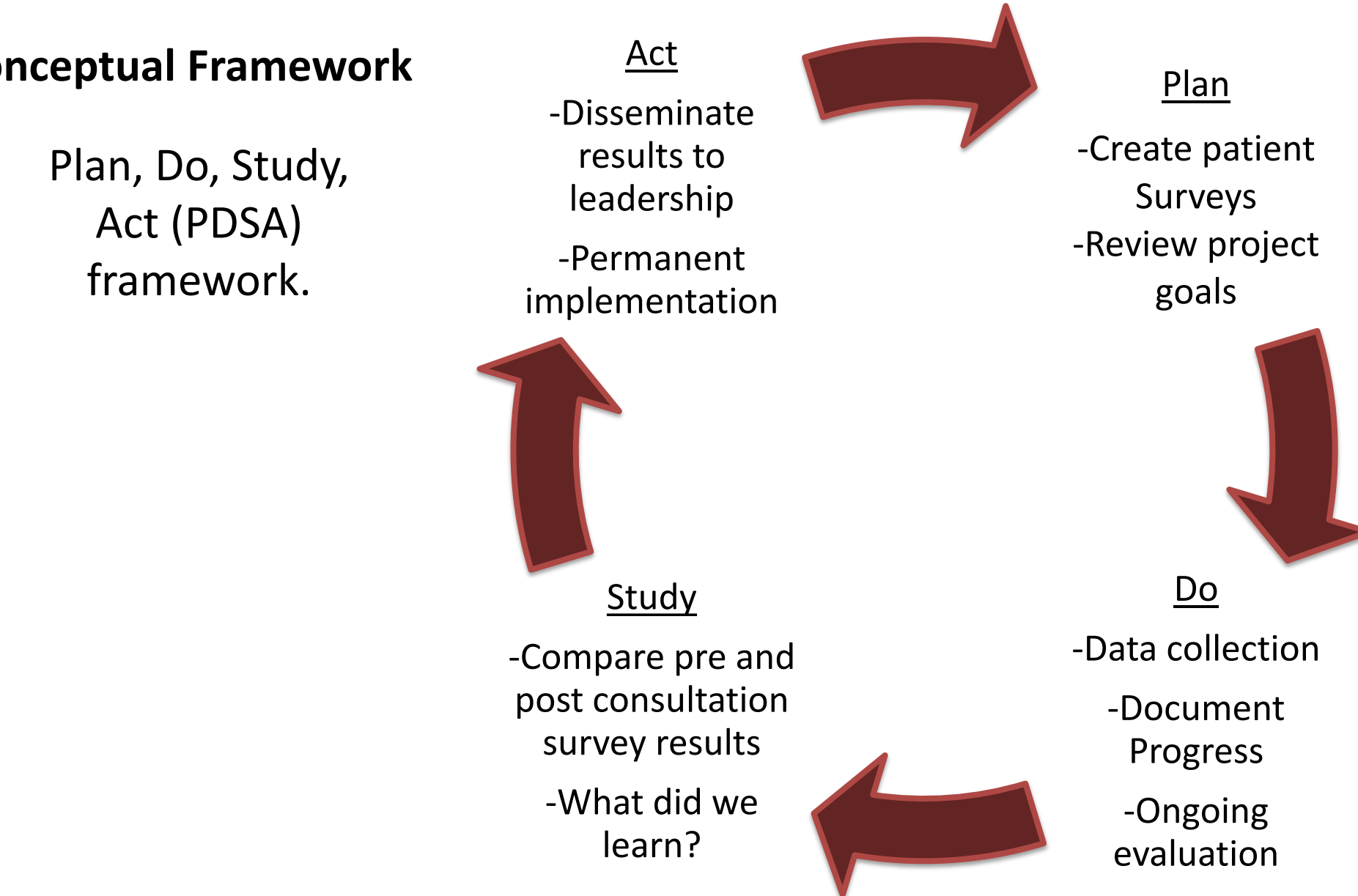
Synthesis of Evidence

Current literature supports the need for an increase in breastfeeding support to promote breastfeeding exclusivity and duration.

- The U.S. Department of Health and Human Services (DHHS), states peer support and community breastfeeding support may help more women breastfeeding exclusively (n.d.).
- Hongo et al. reported that phone support positively impacted breastfeeding confidence in Japan through a randomized control trial (2020).
- Chiuro et al. reported in a prospective cohort study of 402 mothers that the implementation of an IBCLC within a community hospital maternity ward increased patient satisfaction and comfort while breastfeeding (2015).
- Demirci et al. found that tele-health was efficient, effective, and increased maternal breastfeeding confidence (2018).

Project Description

Conceptual Framework



Design

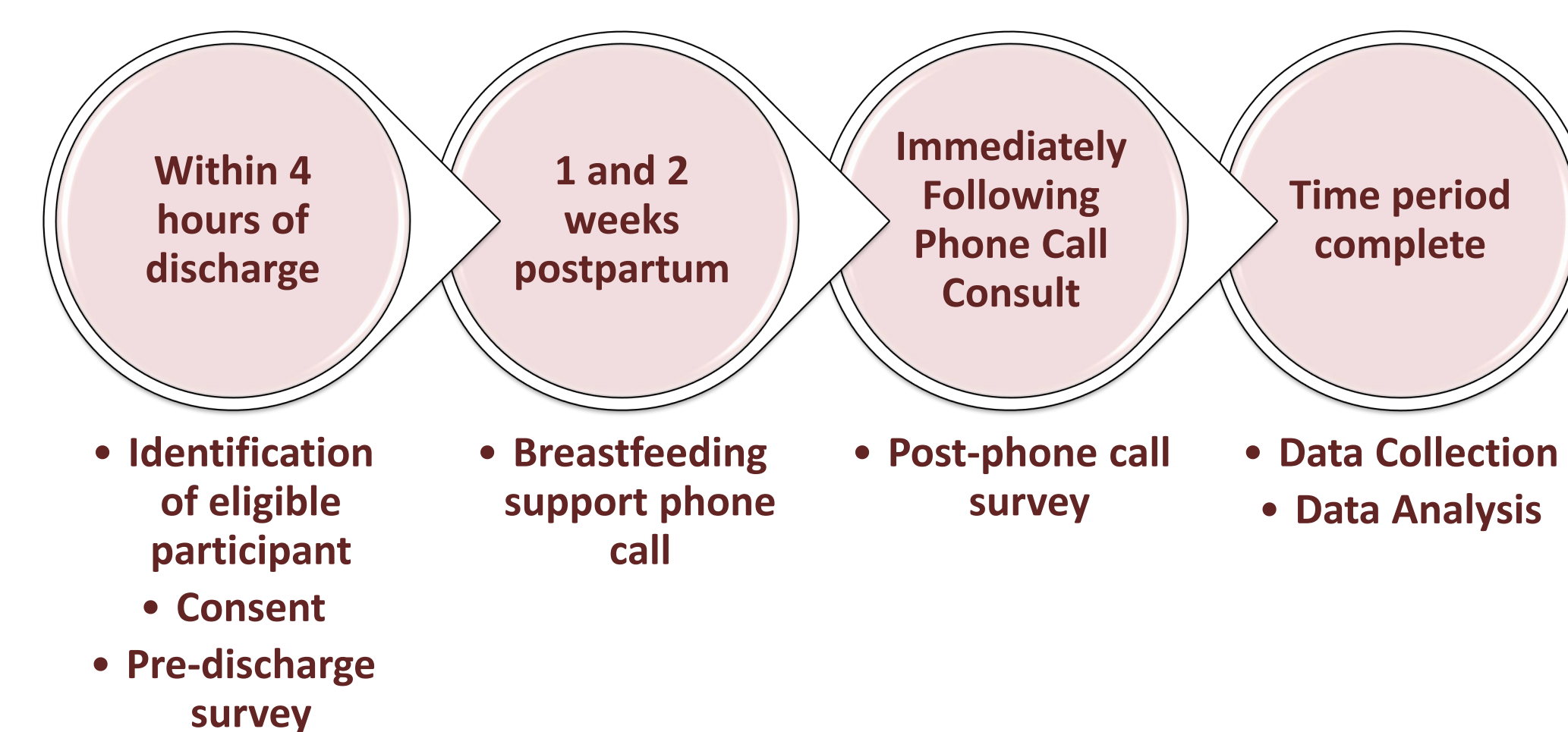
- Before and after design
- Maternal breastfeeding confidence was measured prior to hospital discharge via survey as a baseline, and again after completion of the postpartum breastfeeding support phone call.

Setting and Participants

- Sample: 40 first-time exclusively breastfeeding mothers who gave birth and were discharged from St. David's Georgetown Hospital between June 1st and September 14th of 2021.

Inclusionary Criteria	Exclusionary Criteria
First-time breastfeeding mothers	Newborns receiving formula supplementation (elective or medical)
Delivery date between June 1 st and September 14 th , 2021	Newborns requiring admission to the NICU
Multiples (twins, triplets)	Less than 37 weeks gestation
Full-term (37-42 weeks), healthy newborns	Mothers who received breastfeeding support outside o the phone call
Breast pumping and breastfeeding	Non-English-speaking patients

Implementation Timeline



Pre-Discharge Survey

Participant: _____

Rate your agreement with the following statements on a scale of 1 to 5.

1. Do Not Agree
2. Somewhat Do Not Agree
3. Neutral
4. Somewhat Agree
5. Strongly Agree

Reported Maternal Breastfeeding Confidence at Hospital Discharge

1. Do Not Agree
2. Somewhat Do Not Agree
3. Neutral
4. Somewhat Agree
5. Strongly Agree

Post-Consult Survey

Rate how much you agree with the following statements on a scale of 1 to 5.

1. Do Not Agree
2. Somewhat Do Not Agree
3. Neutral
4. Somewhat Agree
5. Strongly Agree

Reported Maternal Breastfeeding Confidence after Postpartum Follow-up

1. Do Not Agree
2. Somewhat Do Not Agree
3. Neutral
4. Somewhat Agree
5. Strongly Agree

The phone call consultation increased my confidence with breastfeeding.

1. Do Not Agree
2. Somewhat Do Not Agree
3. Neutral
4. Somewhat Agree
5. Strongly Agree

Are you still breastfeeding?

Answer: Yes or No to the following question:
Yes
No

Additional factors such as family, friends, books, or other modes of education increased my breastfeeding confidence after hospital discharge in addition to this consultation.
Yes
No

Data Collection and Measurement Tools

- Surveys
- Likert scales were used for patient responses.
- Data collection took place in Microsoft Excel.
- A survey checklist was followed during consults to increase consistency.

Data Analysis

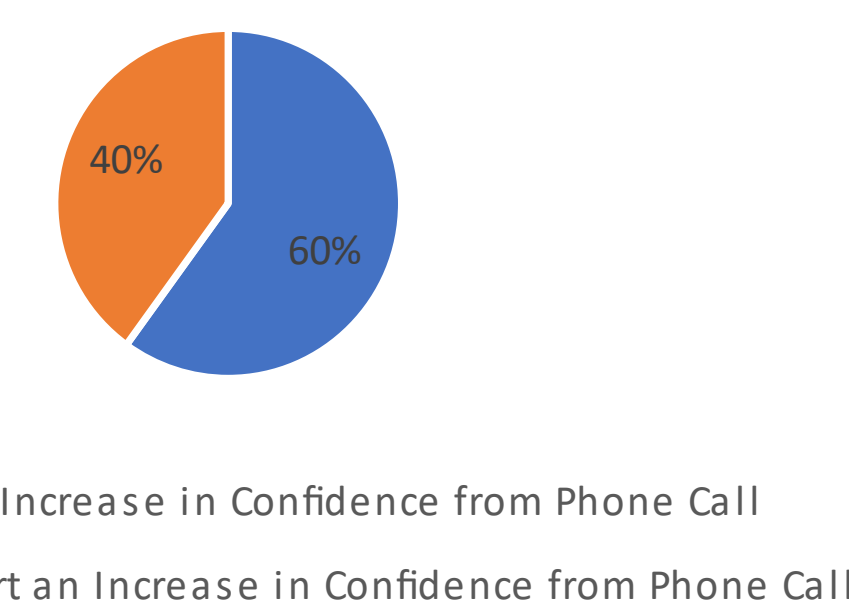
The number of participants who completed the phone call and surveys were compared to the total patient census of first-time exclusive breastfeeding mothers who were discharged during that time.

Participant responses from the pre-discharge survey and post-phone call survey were compared.

Results

- 80% of first-time mothers who delivered at St. David's Georgetown Hospital between June and September of 2021 received a breastfeeding support phone call between 1 and 2 weeks postpartum.
- 60% of participants reported an increase in confidence.
- 18% of participants received lactation assistance outside of the phone call

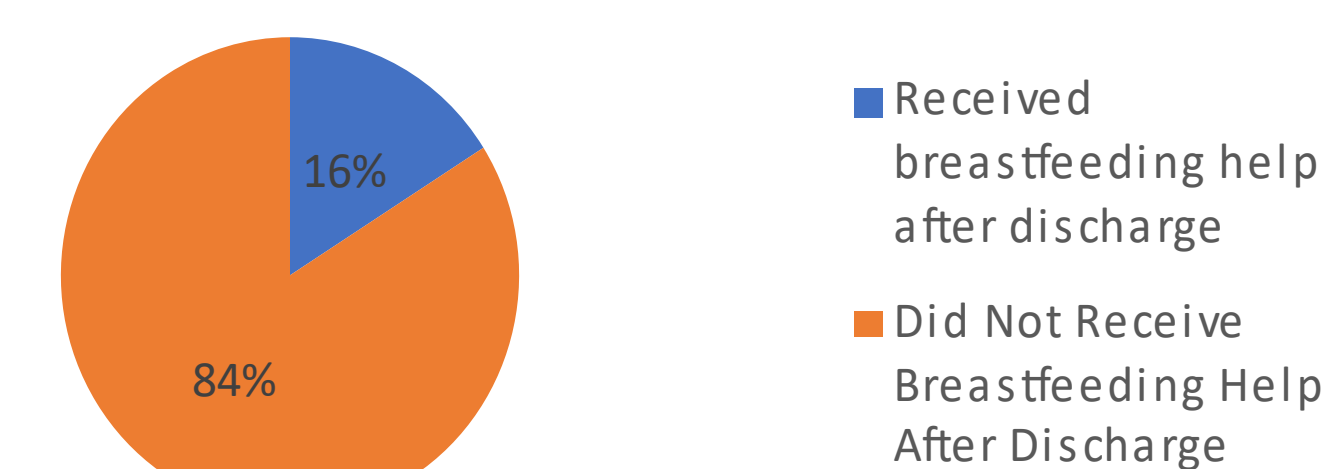
How Phone Call Affected Reported Feeding Confidence



This project aim was not reached.

The breastfeeding support phone call increased confidence in the majority of participants

Breastfeeding Help After Hospital Discharge



84% of participants did not receive other breastfeeding support after discharge

Implications for Practice

Findings from this project suggest:

- The postpartum breastfeeding support phone call increased maternal breastfeeding confidence in most participants.
- Most did not receive postpartum support once they are discharged from the hospital, and providers need to address this issue with ways to provide support past hospital doors.
- Hospital lactation departments should make it a priority to deliver breastfeeding support phone calls to all first-time breastfeeding mothers in the immediate postpartum period.
- This project required minimal resources.
- The benefits greatly outweigh the costs.
- This project is sustainable long-term at this facility.
- Hospital policy for postpartum care must include patient follow-up past discharge via telephone, tele-health, or in-person consultation.

Takeaway Message

To achieve our country's national breastfeeding goals, first-time breastfeeding mothers need postpartum breastfeeding support past hospital discharge, to in turn, improve the health of our community for generations to come.



References

Reference list available on request