Use of Hospital Volunteer Programs to Establish Breastfeeding Peer Support
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What we know........

Peer support is an effective method of providing Breastfeeding Support

Volunteer Programs have been used widely by hospitals for many years:

Hospital Volunteer programs have been proven to:
- enhance patient satisfaction and experience
  -while-
  -offering significant cost savings

Volunteer Programs have been used widely by hospitals for many years:
Merging the Concepts:

- Improves patient care and experience
- Provides effective breastfeeding support
- Cost effective

The Role of the Lactation Volunteer/Peer Counselor:

Educator:
Connection After Hospital Discharge:
Re-connection after hospital discharge aids in:

- Identification of problems early so that appropriate referrals can be made
- Assist in navigating in community resources
- Active Outreach
- Ensures patient satisfaction
Phone Calls

Support Groups

Facilitation of Community Connections
Spread the Knowledge......

What's in it for them?

- Personal satisfaction and gratification
- Professional development
- Community Service Hours

Getting Started......
Existing Volunteer Programs

- Explore if your hospital has an existing volunteer program.
- If so, contact the program coordinator. Lactation Volunteers should follow the same protocols for orientation as existing hospital-based programs.
- If not, explore reasons why your hospital is not eligible to have such programs. The best department to ask would be Hospital Leadership or Human Resource Department.
- If no existing program is in place and your hospital is eligible, make connections with hospitals that have similar programs. Most are willing to share information.
- Tip: If starting from zero, make sure to address hospital policies surrounding HIPAA, employee health requirements, and orientation policies for non-medical personnel.

Get Organized

Collaborate and Connect with other Program Models
Start Small and Watch It Grow

Eligibility Requirements
Consideration of:
- Age requirements
- Education requirements
- Breastfeeding Experience
- Motive for wanted to volunteer

Recruitment Strategies
- Attend Community Events such as:
  - Health Fairs
  - La Leche League Meetings
  - Community Resources having contact with Mothers and Infants
  - Anywhere mothers and babies frequent
Retention Strategies

Overcoming Barriers