



This skills competency form addressed the dyad not feeding their infant directly at the breast and infant needing fluids other than human milk. The following are the knowledge, skills, attitudes and performance indicators that can be used to measure staff competency or ability:

**Competency 13: Help a mother whose baby needs fluids other than breast milk (Step 6) Performance Indicators: 51, 52**

**Competency 14: Help a mother who is not feeding her baby directly at the breast (Step 9) Performance Indicators: 53, 54, 55, 56**

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
<b>Prepared for the consultation</b> <ul style="list-style-type: none"> <li>Mother/parent choice of infant formula type and feeding equipment</li> <li>Teaching aids: formula preparation leaflet – non branded (e.g. <a href="#">WHO document</a>)</li> <li>Confirmed prior discussion about informed consent and risks associated with infant formula understood by mother/parent</li> </ul>			
<b>Established rapport</b> <ul style="list-style-type: none"> <li>Introduced self and supervisor.</li> <li>Explained reason for communication.</li> <li>Asked permission to continue.</li> </ul>			
<b>Used effective communication skills throughout</b> <ul style="list-style-type: none"> <li>Non-judgmental</li> <li>Open-ended questions</li> </ul>			
<b>Ascertained mother's/parent's prior knowledge, ensuring correct knowledge of</b> <ul style="list-style-type: none"> <li>cleanliness of work space and equipment</li> <li>safe handling of formula</li> <li>amount and temperature of water added to powdered formula</li> <li>proper storage of formula</li> </ul>			
<b>Demonstrated first, then observed mother/parent achieve</b> <ul style="list-style-type: none"> <li>hand hygiene</li> <li>boiling of water to 70°C (158°F)</li> <li>measurement of water and powdered formula</li> <li>safe water temperature for addition of powder</li> </ul>			
<b>During preparation, confirmed mother/parent knowledge of</b> <ul style="list-style-type: none"> <li>risks of contamination</li> <li>risks of under- or over-dilution of the formula</li> </ul>			

**Name/ID:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Checked by:** \_\_\_\_\_



This skills competency form addressed the dyad not feeding their infant directly at the breast and infant needing fluids other than human milk. The following are the knowledge, skills, attitudes and performance indicators that can be used to measure staff competency or ability:

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
<b>Used teaching aids effectively</b> <ul style="list-style-type: none"> <li>Mother/parent's able to provide return demonstration</li> <li>Mother/parent's understood essential and important information provided</li> </ul>			
<b>Ascertained mother/parent knowledge of bottle-feeding technique, including</b> <ul style="list-style-type: none"> <li>holding infant during feeding</li> <li>responding to infant cues for both frequency and volume given</li> </ul>			
<b>Completed documentation as appropriate</b> <ul style="list-style-type: none"> <li>Documented all discussed and of parental informed decision making around formula and bottle feeding</li> </ul>			
<b>C13 PI 51: Engage in a conversation with a mother who intends to feed her baby formula, noting at least 3 actions to take.</b>			
Using Foundational Skills: <ul style="list-style-type: none"> <li>Elicit information about why she intends to mixed feed.</li> <li>Assess a breastfeed to evaluate the presence of medical indications for supplementation.</li> <li>Manage common breastfeeding difficulties.</li> <li>Respond to the individual mother's and family's needs, concerns, preferences and values related to mixed feeding.</li> <li>Encourage mother to continue exclusive breastfeeding in the first 6 months.</li> </ul>			
<b>C13 PI 52: Demonstrate at least 3 important items of safe preparation of infant formula to a mother who needs that information.</b>			
Using Foundational Skills, demonstrate: <ul style="list-style-type: none"> <li>Cleaning and sterilizing feeding and preparation equipment.</li> <li>Use of boiled water.</li> <li>Add powdered formula while water is above 70 degrees C.</li> <li>Exact amount of formula as instructed on the label.</li> <li>Cool the feed quickly to feeding temperature.</li> <li>Check temperature of formula before feeding.</li> <li>Discard formula not used within 2 hours.</li> <li>For using liquid formula concentrate: follow manufacturer's instructions</li> </ul>			

**Name/ID:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Checked by:** \_\_\_\_\_



This skills competency form addressed the dyad not feeding their infant directly at the breast and infant needing fluids other than human milk. The following are the knowledge, skills, attitudes and performance indicators that can be used to measure staff competency or ability:

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
<b>C14 PI 53: Demonstrate to a mother how to safely cup-feed her infant when needed, showing at least 4 points.</b>			
Use Foundational Skills to demonstrate the following: <ul style="list-style-type: none"> <li>• Hygienic measures for preparation (hands and utensils).</li> <li>• How to express breast milk.</li> <li>• How to store expressed breast milk.</li> <li>• How to handle expressed breast milk.</li> <li>• How to safely prepare formula.</li> <li>• Ensure the baby is fully awake, alert and interested in feeding.</li> <li>• Hold the baby fairly upright for feeds.</li> <li>• Tip the cup so the milk just reaches the baby's lips.</li> <li>• Let the baby lap the milk at his own pace.</li> <li>• When the baby ends the feed in satiation, hold the baby upright and gently rub or pat his back to bring up any wind.</li> <li>• Look out for and respect satiation cues.</li> </ul>			
<b>C14 PI 54: Describe to a mother at least 4 steps to feed an infant a supplement in a safe manner.</b>			
Using Foundational Skills, discuss the following: <ul style="list-style-type: none"> <li>• Breastfeeding at the breast is guided by the infant's competence and stability rather than a certain gestational/postnatal/postmenstrual age or weight.</li> <li>• How to recognize discrete signs of transition from deep to active sleep and waking up.</li> <li>• Mother is guided not to interrupt the deep sleep stage just for routine feeding.</li> <li>• Mother encouraged to observe her infant's signs of interest in rooting and sucking.</li> <li>• Mother breastfeeds when her infant shows such signs.</li> </ul>			
<b>C14 PI 55: Describe at least 2 alternative feeding methods other than feeding bottles.</b>			
<ul style="list-style-type: none"> <li>• Open cup or spoon.</li> <li>• Dropper or syringe.</li> <li>• Tube-feeding device with finger.</li> <li>• Tube feeding device at the breast.</li> </ul>			

**Name/ID:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Checked by:** \_\_\_\_\_



This skills competency form addressed the dyad not feeding their infant directly at the breast and infant needing fluids other than human milk. The following are the knowledge, skills, attitudes and performance indicators that can be used to measure staff competency or ability:

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
<b>C14 PI 56. Engage in a conversation with a mother who requests feeding bottles, teats, pacifiers and soothers without medical indication, including at least 3 points.</b>			
<p>Use Foundational Skills to:</p> <ul style="list-style-type: none"> <li>• Explore the reasons for a mother's request for a feeding bottle, teat or pacifier.</li> <li>• Address her concerns behind her request.</li> <li>• Educate on the risks of feeding bottles, teats or pacifier use, especially on suckling and nutritional status.</li> <li>• Suggest alternatives to calm a baby.</li> <li>• List possible hygiene risks related to inadequate cleaning of feeding utensils.</li> <li>• Explain that suckling from a feeding bottle and teat may cause breastfeeding difficulty, especially if use starts before breastfeeding is established or bottle use is prolonged.</li> <li>• Suggest that pacifiers may replace suckling, which can lead to a reduction of maternal milk production.</li> <li>• Alert the mother that a pacifier prevents the mother from observing the infant's subtle feeding cues, which may delay feeding.</li> <li>• Explain that the use of feeding bottles with teats in preterm infants interferes with learning to suckle at the breast.</li> </ul>			

*Adapted from the WHO competency verification toolkit, ensuring competency of direct care providers to implement the baby-friendly hospital initiative Web annex A Competency verification form (sorted by domain and competency).*

**Name/ID:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Checked by:** \_\_\_\_\_