



Competency Verification for Indirect Care Providers

Orientation and periodic refreshers to the BFI and related facility policies enable staff to provide consistent messages to families and contributes to the implementation of BFI within the facility. Staff are required to develop and maintain competency (knowledge, skills and attitudes) to align with the BFI in accordance with their role at the facility.

Indirect Care Providers are defined in the BFI Implementation Guideline as “those who provide services to perinatal clients and could influence information communicated to them on topics addressed in the BFI standards”. Indirect care providers (clinical and non-clinical) can be persons who are paid or non-paid, employed, contractual or holding professional privileges.

Examples for Hospitals/Birthing Centres: Emergency department physicians/nurses, phlebotomists, ultrasound technicians, infant hearing screeners, ward clerks, receptionists etc.

Examples for Community Health Services: Immunization nurses, contraceptive counsellors, infant sleep educators/consultants, social media personnel etc.

The following table shows the performance indicators applicable to all **indirect care providers** based on the Ten Steps. The third column of the table shows whether the performance indicator addresses knowledge, skills or attitudes. The final column suggests means of verification.

All Indirect Care Providers

BFI Step	Performance Indicator	Knowledge (K), Skills (S) or Attitudes (A)	Type of Verification
1a	List 2 items covered by the International Code of Marketing of Breastmilk Substitutes (WHO Code).	K	Question or case study

	<p>Explain one way that the Code protects staff from conflict of interest.</p> <p>Describe one way that the Code protects families from commercial pressure.</p> <p>Describe one way that this facility shows compliance with the Code.</p>	<p>K</p> <p>K</p> <p>K</p>	<p>Question or case study</p> <p>Question or case study</p> <p>Question or case study</p>
1b	<p>Explain 2 elements of the Infant Feeding/Breastfeeding/BFI Policy that influence your role.</p> <p>Describe 2 places in the facility where the public can view a summary of the Infant Feeding/Breastfeeding/ BFI policy.</p>	<p>K</p> <p>K</p>	<p>Question or case study</p> <p>Question</p>
1c	<p>Describe one way practices are monitored in this facility.</p>	<p>K</p>	<p>Question or case study</p>
2	<p>Describe 2 reasons why breastfeeding is important for both mother/birthing parent and baby.</p> <p>Explain one way that BFI protects, promotes and supports breastfeeding.</p>	<p>K</p> <p>K-S-A</p>	<p>Question or case study</p> <p>Question or case study</p>
7	<p>Describe one way that this facility helps mothers/birthing parents feel comfortable breastfeeding expressing milk in this facility.</p> <p>Describe how you would support a breastfeeding mother/birthing parent who was being criticized for breastfeeding in a public place.</p>	<p>K</p> <p>K-S-A</p>	<p>Question or case study</p> <p>Question or case study</p>

10	Describe where you would refer a family who needed help with infant feeding	K	Question or case study
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Indirect Clinical Care Providers

In addition to the performance indicators shown in the above table, indirect care providers who also provide clinical care need the knowledge, skills and attitude to provide the clinical practices specific to their role. Indirect care providers are encouraged to review the BCC's [BFI Implementation Guideline](#) and [BFI Guideline Checklist](#) to discern the other Steps and BFI Standards applicable to their role.

For example, Standard 7.4 of the BFI Implementation Guideline applies to indirect care providers who draw blood or administer injections to infants and young children. Additionally, Step 7 of the BFI Guideline Checklist asks care providers to:

Explain how mothers/birthing parents are encouraged to hold their infants skin-to-skin and/or breastfeed during infants' painful procedures.

An additional performance indicator for the indirect care provider described in this example would therefore be:

BFI Step	Performance Indicator	Knowledge (K), Skills (S) or Attitudes (A)	Type of Verification
7	Explain how you encourage mothers/birthing parents to hold their infants skin-to-skin and/or breastfeed during infants' painful procedures.	K-S-A	Question, case study or observation