

## Becoming Baby Friendly Isn't Child's Play – interview transcripts

\*\*\*SOT\*\*\*

**Sarah Musselman, OSF HealthCare Lactation Consultant**

"A Baby Friendly Hospital - It's not just all about breastfeeding. It's really maternity care and excellence in providing that care, because it also supports our families that are formula feeding their babies. And so we want to also make sure that we teach them to do it safely and how to feed their baby." (:18)

\*\*\*SOT\*\*\*

**Shirin Shoushtari, OSF HealthCare Lactation Counselor**

"In the middle of the night they're struggling because now the baby is tired the mom is exhausted the baby's not latching so having coverage 24/7, it will help to find the problem on time and solve it on time. So the baby doesn't get exhausted, the mom doesn't get anxious." (:16)

\*\*\*SOT\*\*\*

**Joey Evans, OSF HealthCare Lactation Counselor**

"To have that extra person on night shift as a CLC to help with that. Um, you know, it's gonna help our moms succeed in breastfeeding too. Because if we don't have someone that you know, has a little bit extra knowledge in breastfeeding on night. Shift, then they may not have those extra ideas to help get that mom through that feeding through the night." (:27)

\*\*\*SOT\*\*\*

**Sarah Musselman, OSF HealthCare Lactation Consultant**

"It really changed our culture as to how we provide care. And so it took us a long time. It took us about three years before we were ready for Baby-Friendly, the organization, to come to our hospital to say we're ready. We audited our patients, all of our policies, all the training that's involved with our staff, with our physicians. So it really is very laborious to become designated." (:29)

\*\*\*SOT\*\*\*

**Joey Evans, OSF HealthCare Lactation Counselor**

"It's a lot of work. It takes a whole tribe to do it. And if we are part of their tribe, that makes me feel good."