



Breastfeeding Peer Counseling Guide

DECEMBER 2015



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A FEW QUESTIONS AND ANSWERS

What tasks can Peer Counselors complete in WISPr?

The following tasks are available to Peer Counselors in WISPr:

- View caseload for herself and all Peer Counselors
- Document (add/edit) peer counseling contacts
- Withdraw participants from peer counseling program
- Complete exit surveys
- Edit family information
 - Staff notes/alerts
 - Family contact information
- Edit participant information
 - Staff notes/alerts
 - Pregnancy tab, Infant feeding tab, height and weight
- View family and participant information
 - Staff notes/alerts
 - Care plans
 - Food package history
- Issue breastfeeding equipment

These functions were made available to aid Peer Counselors in doing their job and communicating with other staff. Peer Counselors should only use these functions in their role and scope as Peer Counselors. It is expected each agency will document peer counseling contacts in WISPr. Beyond that, each agency can choose what specific functions they want Peer Counselors to use.

Can Peer Counselors access WISPr from home?

Yes. Part of peer counseling is to provide services outside of the clinic. It is important Peer Counselors continue to receive privacy training, especially on keeping the sensitive information in WISPr secure. WISPr is not fully compatible with Apple products.

How will data be reported from the exit surveys?

We are using Key Survey, an internet-based survey tool. It gathers the data from the completed exit surveys and forms a report. Every year each agency will be given a link to access an online report.

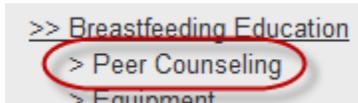
We will only make significant changes to exit surveys at the beginning of each federal fiscal year. Any changes to your exit survey should be submitted with your Peer Counseling budget and plan each year.

BREASTFEEDING EDUCATION: PEER COUNSELING CONTACTS PAGE

1. Go to a woman's Participant Summary page or any page with the left hand navigation panel.



2. Click on Peer Counseling in the left hand navigation.



This will take you to the woman's Breastfeeding Education: Peer Counseling Contacts page. The information available on this page will vary depending on the enrollment status of the participant in the Peer Counseling program.

Not enrolled:

Breastfeeding Education: Peer Counseling Contacts

BFPC: Not assigned, not interested [change](#)

BFPC Contacts:

[ADD NEW VISIT](#)

Scheduled Future Contacts:

[FUTURE CONTACTS](#)

Active in the Peer Counseling Program:

Breastfeeding Education: Peer Counseling Contacts

BFPC: Participant assigned to Babe Baker [change](#)
Initially interested on 1/7/2015 (by Babe Baker)

BFPC Contacts:

Date	Type	Topics
3/9/2015	Left Message	BF Support
2/18/2015	Conversation	BF Support
1		

ADD NEW VISIT

Scheduled Future Contacts:

FUTURE CONTACTS

WITHDRAW

Withdrawn from the Peer Counseling Program:

Breastfeeding Education: Peer Counseling Contacts

BFPC: Not assigned, not interested [change](#)
Initially interested on 1/2/2015 (by Nicole Osborne)

The participant has withdrawn from the BFPC program. 3/6/2015, Nicole Osborne, Not breastfeeding

The participant's survey is completed.

CREATE EXIT SURVEY

This button will open a new window.

BFPC Contacts:

Date	Type	Topics
2/4/2015	Conversation	
2/2/2015	Left Message	
1		

ADD NEW VISIT

Scheduled Future Contacts:

FUTURE CONTACTS

MARKING PARTICIPANT AS INTERESTED IN THE PEER COUNSELING PROGRAM

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Click on change.

Breastfeeding Education: Peer Counseling Contacts

BFPC: Not assigned, not interested [change](#)

3. Click the box next to "Interested in Peer Counseling."

Interested in Peer Counseling

4. Click the Save button.

BFPC: Not assigned, not interested [change](#)

None Interested in Peer Counseling

When and by whom a participant was marked as interested will appear under BFPC. This will always remain on the participant's Peer Counseling Contacts page.

BFPC: Not assigned but interested [change](#)
Initially interested on 3/20/2015 (by Ranita Bowen)

If you would like to return a participant to being not interested once they were marked interested, follow the same steps on this page. If a Peer Counselor was already selected, you must change it to "None" for the check box to appear. In step 3, when you click the box, the check mark will go away. Once saved, the following should appear:

BFPC: Not assigned, not interested [change](#)
Initially interested on 3/24/2015 (by Marlee Harris)

ASSIGNING A PARTICIPANT A PEER COUNSELOR

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Click on change.

Breastfeeding Education: Peer Counseling Contacts

BFPC: Not assigned, not interested [change](#)

3. Select a Peer Counselor from the dropdown list.

BFPC: Not assigned, not interested [change](#)

Interested in Peer Counseling

cancel

- None
- Babe Baker
- Ranita Bowen
- Judy Cutts
- Melissa Morgan
- Miranda Lee
- Nicole Osborne
- Jamie Cornwell

Note: The names on the dropdown list are those that are marked as active and assigned the "Peer Counselor" role in WISPr.

4. Click the Save button.

Babe Baker

Save Cancel

The participant's assigned Peer Counselor's name will appear next to BFPC.

BFPC: Participant assigned to Babe Baker [change](#)
Initially interested on 3/20/2015 (by Ranita Bowen)

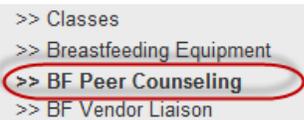
Note: If not previously marked as interested in peer counseling, assigning a peer counselor will also generate the note "Initially interested on [date assigned a peer counselor] (by [name of staff assigning a peer counselor])" note beneath BFPC.

VIEWING PARTICIPANTS INTERESTED IN A PEER COUNSELOR, BUT UNASSIGNED

1. Click on the Agency/Clinic Administration button at the top of the WISPr page.

**AGENCY / CLINIC
ADMINISTRATION**

2. Click on BF Peer Counseling on the Agency/Clinic Administration page.



3. Click on the line with the clinic number you want and “Unassigned” in the BFPC column.

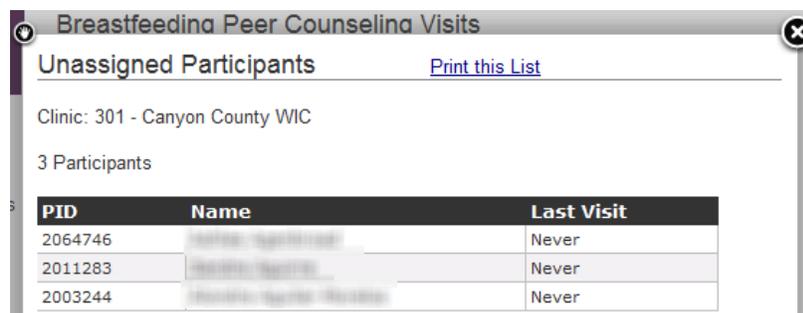
Note: Unassigned will only appear on the grid if there are participants marked as interested, but unassigned a peer counselor in a clinic.

View and

Clinic	BFPC	Case Load
301	Anita Hernandez	0 Participants
301	Carla Warner	0 Participants
301	Elizabeth O'dell	124 Participants
301	Esperanza Pena	0 Participants
301	Incomplete Survey	5 Participants
301	Marissa Sio	84 Participants
301	Unassigned	3 Participants
301	Yolanda Leon	109 Participants
302	Incomplete Survey	2 Participants
302	Josefina Sanchez	22 Participants
306	Incomplete Survey	2 Participants
316	Unassigned	1 Participant

Page Size: Page: Rows 1 - 12 of 12

A popup box will appear.



Note: If you click on the name in the grid, it will take you to that participant’s Peer Counseling Page where you can assign a peer counselor.

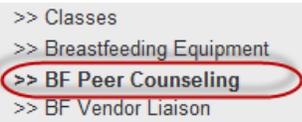
Note: You can also view a list of unassigned participants from the Peer Counseling: Caseload page, by selecting “Unassigned” from the View Caseload for dropdown list.

VIEWING AGENCY PEER COUNSELORS' CASELOAD

1. Click on the Agency/Clinic Administration button at the top of the WISPr page.

**AGENCY / CLINIC
ADMINISTRATION**

2. Click on BF Peer Counseling on the Agency/Clinic Administration page.



A grid with Peer Counselors, their clinic, and their caseload will appear.

View and

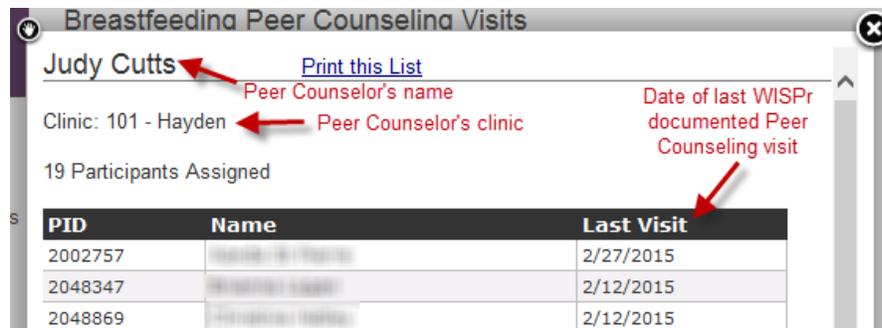
Clinic	BFPC	Case Load
101	Babe Baker	101 Participants
101	Incomplete Survey	28 Participants
101	Jamie Cornwell	52 Participants
101	Judy Cutts	19 Participants
101	Melissa Morgan	0 Participants
101	Miranda Lee	0 Participants
101	Nicole Osborne	43 Participants
101	Ranita Bowen	1 Participant
104	Incomplete Survey	1 Participant
110	Incomplete Survey	1 Participant

Page Size: Page: Rows 1 - 10 of 10

Note: Staff who are active in WISPr as a Peer Counselor will show on this list. Also, if a Peer Counselor is no longer active in WISPr, but has clients in her caseload or has entered peer counseling visits, she will still appear on this list.

3. To view the clients in a Peer Counselor's caseload, click on a Peer Counselor's line in the grid.

A box will popup showing the participants assigned to that Peer Counselor.



Breastfeeding Peer Counseling Visits

Judy Cutts [Print this List](#)

Peer Counselor's name

Clinic: 101 - Hayden Peer Counselor's clinic

Date of last WISPr documented Peer Counseling visit

19 Participants Assigned

PID	Name	Last Visit
2002757	[REDACTED]	2/27/2015
2048347	[REDACTED]	2/12/2015
2048869	[REDACTED]	2/12/2015

Note: If you click on the name in the grid, it will take you to that participant's Peer Counseling Page.

PEER COUNSELOR'S CASELOAD PAGE

There are two ways to access your Peer Counseling: Caseload page.

1. From any page in WISPr, click on the Home link in the upper left-hand corner near the WISPr logo.



Note: If you are on the Peer Counseling: Caseload page and click the Home link, it will take you to the WISPr homepage.

OR

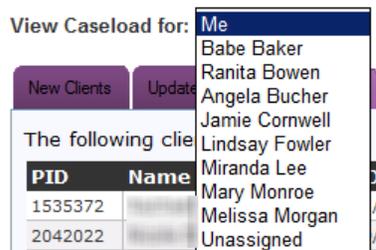
- a. Click on the Agency/Clinic Administration button at the top of the WISPr page.

**AGENCY / CLINIC
ADMINISTRATION**

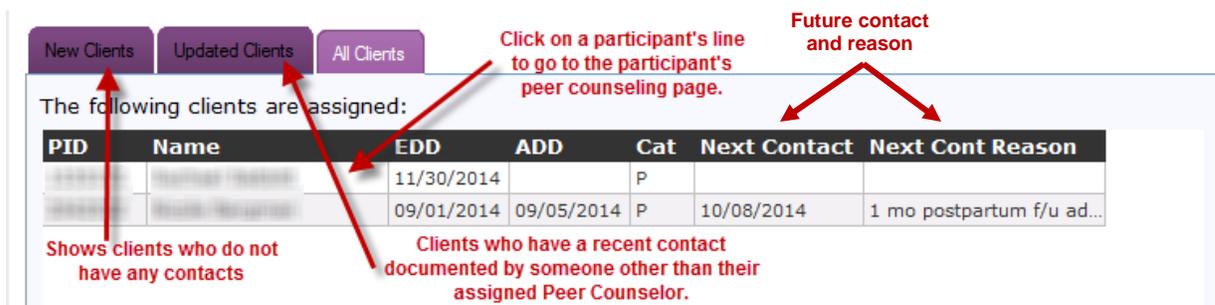
- b. Click on >>My BFPC Dashboard in the left-hand navigation panel.

>> My BFPC Dashboard

2. Select the Peer Counselor whose caseload you want to view from the View Caseload for dropdown list.



The caseload grid will appear.



Note: You can sort the caseload grid by any of the column headers by clicking on the column header you want to sort by.

HOW NEXT CONTACT APPEARS ON CASELOAD PAGE

1. Log a future contact for a participant. (See [Adding Future Contacts](#))

The future contact shows on the Peer Counseling: Caseload page.

Peer Counseling: Caseload

View Caseload for:

The following clients are assigned:

PID	Name	EDD	ADD	Cat	Next Contact	Next Cont Reason
		11/30/2014		P		
		08/17/2014	08/18/2014	B		
		09/01/2014	09/05/2014	P	10/05/2014	1 mo postpartum f/u

2. To remove the Next Contact that shows on the Peer Counseling Caseload page, you can:

- Turn the future contact into a logged visit (see [Turning Future Contacts into a Visit](#))
- Delete the future contact (see [Editing Future Contacts](#))

When one of the above is done, the Next Contact showing on the Peer Counseling: Caseload page will show to the nearest future contact logged for the participant.

ADDING A CONTACT

Note: Supervisors, Registered Dietitians, and Certifiers also have permission to add and edit Peer Counseling visits.

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Click on the Add New Visit button.



A New Breastfeeding Peer Counseling Visit form will appear.

New Breastfeeding Peer Counseling Visit [Print](#)

Contact Date: BFPC:

Phone: EDD: 8/17/2014

Address:

Infant's Name: DOB: 8/18/2014

Weeks Gestation at Birth: 39 Birth Weight: 8 lbs 3 oz

Type of contact:

Telephone <input type="radio"/> Conversation <input type="radio"/> Message <input type="radio"/> No Answer	In Person <input type="radio"/> Clinic Visit <input type="radio"/> Home Visit <input type="radio"/> Hospital Visit <input type="radio"/> Class <input type="radio"/> Support Group	Written <input type="radio"/> Text Conversation <input type="radio"/> Letter <input type="radio"/> Email <input type="radio"/> Facebook Message
--	--	--

Prenatal Topics: BF Barriers BF Benefits BF Techniques BF Management Return to Work/School Other

Post-Partum Topics: BF Technique Milk Supply BF Support BF Barriers Return to Work/School Other

Referral Made for: BF Management Problems Position / Latch Problems (Unresolved) Medical condition Mom/Infant Medications Other

Notes:

3. Enter information in the form.

- Enter the date of the contact in the Contact Date box. This defaults to today's date.

Contact Date:

- Enter the Peer Counselor who made the contact using the BFPC dropdown.

BFPC:

Note: If you are a Peer Counselor, it defaults to your name. If you are not a Peer Counselor, entering a visit, it defaults to the participant's assigned Peer Counselor.

- Select a type of contact that best describes the contact made.

Type of contact:

Telephone <input type="radio"/> Conversation <input type="radio"/> Message <input type="radio"/> No Answer	In Person <input type="radio"/> Clinic Visit <input type="radio"/> Home Visit <input type="radio"/> Hospital Visit <input type="radio"/> Class <input type="radio"/> Support Group	Written <input type="radio"/> Text Conversation <input type="radio"/> Letter <input type="radio"/> Email <input type="radio"/> Facebook Message
--	--	--



- Check topics discussed during the contact under Prenatal Topics and Post-Partum Topics.

Prenatal Topics:	Post-Partum Topics:
<input type="checkbox"/> BF Barriers	<input type="checkbox"/> BF Technique
<input type="checkbox"/> BF Benefits	<input type="checkbox"/> Milk Supply
<input type="checkbox"/> BF Techniques	<input type="checkbox"/> BF Support
<input type="checkbox"/> BF Management	<input type="checkbox"/> BF Barriers
<input type="checkbox"/> Return to Work/School	<input type="checkbox"/> Return to Work/School
<input type="checkbox"/> Other	<input type="checkbox"/> Other

- Check, if any, which referrals were provided during the contact under Referral Made for.

Referral Made for:

BF Management Problems

Position / Latch Problems (Unresolved)

Medical condition Mom/Infant

Medications

Other

Note: If a referral is marked on this form, it will also be listed under the participant's Referrals tab on the participant summary page.

- Type notes about the contact.

Notes:

4. Click the Save button.



Note: Clicking either the Cancel or Delete button will return you to the participant's peer counseling page without saving the form.

The saved visit will appear on the Participant's Peer Counseling page.

BFPC Contacts:

Date	Type	Topics
3/24/2015	Text Conversation	Return to Work/School
12/1/2014	Left Message	

A staff note is also generated on the woman's participant summary page.

The screenshot shows a participant summary page with tabs for 'Participant Care Plan', 'Alerts', 'Staff Notes', and 'Referrals'. The 'Staff Notes' tab is selected and circled in red. Below the tabs is a table of staff notes with columns for Date, Author, Type, and Note. The first row is circled in red: 3/24/2015, Ranita..., BRFD, BFPC Visit created for [redacted]. A 'View Note' popup window is open on the right, showing details for the selected note: Date: 3/24/2015, Author: hwc1201, Type: Breastfeeding, and Note: BFPC Visit created for [redacted]. There is a 'CANCEL' button at the bottom of the popup.

EDITING A CONTACT

This function is available within 24 hours after creating a visit form.

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Select the visit/contact you would like to edit from the BFPC Contacts grid.

BFPC Contacts:

Date	Type	Topics
10/2/2014	Conversation	Milk Supply
9/28/2014	Hospital Visit	BF Support

1

The Breastfeeding Peer Counseling Visit form will appear.

Breastfeeding Peer Counseling Visit [Print](#)

Contact Date: BFPC: Tricia Florence
Phone: EDD: 8/17/2014
Address:

Infant's Name: DOB: 8/18/2014
Weeks Gestation at Birth: 39 Birth Weight: 8 lbs 3 oz

Type of contact:
Conversation

Prenatal Topics: Post-Partum Topics: Milk Supply Referral Made for: This Visit included referrals for: Position/Latch Problems (Unresolved)

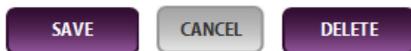
Notes: None

3. Click the Edit button.



4. Edit the necessary information on the Breastfeeding Peer Counseling Visit form.

5. Click on one of the following:



- The Save button to save the edits to the visit form and return to the participant's peer counseling page.
- The Cancel button to not save any of the edits but keep the visit form as it was originally entered and return to the participant's peer counseling page.
- The Delete button to delete the visit form and return to the participant's peer counseling page. This will remove the visit from the BFPC Contacts grid.

VIEWING A CONTACT

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Select the visit/contact you would like to view from the BFPC Contacts grid.

BFPC Contacts:

Date	Type	Topics
10/2/2014	Conversation	Milk Supply
9/28/2014	Hospital Visit	BF Support
1		

The Breastfeeding Peer Counseling Visit form will appear.

Breastfeeding Peer Counseling Visit

[Print](#)

Contact Date: BFFC: Tricia Florence
Phone: EDD: 8/17/2014
Address:
Infant's Name: DOB: 8/18/2014
Weeks Gestation at Birth: 39 Birth Weight: 8 lbs 3 oz

Type of contact:

Conversation

Prenatal Topics:

Post-Partum Topics:
Milk Supply

Referral Made for:

This Visit included referrals for:
Position/Latch Problems (Unresolved)

Notes:

None

3. You can flip between visits by selecting the visit date you would like to view from the Contact Date dropdown list.

Contact Date:
Phone:

ADDING A FUTURE CONTACT

Note: This function is optional. It is available to help with organizing/planning regular contacts with a participant. There is no State requirement for Peer Counselors to use this function.

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Click the Future Contacts button.



The Breastfeeding Education: Future Contacts page will appear.

Breastfeeding Education: Future Contacts

EDD:	8/17/2014	Weeks Gestation	39
ADD:	8/18/2014	at Birth:	

No Future Visits Scheduled

Date:

Reason:

Counselor:

ADD

- Note:
- If the participant is pregnant, the estimated delivery date will be displayed.
 - If the participant has an infant in WISPr, the actual delivery date (ADD) and the weeks gestation the baby was born at will be displayed.

3. Enter the date of the future contact in the Date box.

Date:

4. Enter the reason for the future contact in the Reason box.

Reason:

5. Select the Peer Counselor who is scheduled to make the future contact from the Counselor dropdown list.

Counselor:

- Miranda Lee
- Tricia Florence**
- Babe Baker
- Mary Monroe
- Lindsay Fowler
- Ranita Bowen
- Jamie Cornwell
- Melissa Morgan

ADD

6. Click on the Add button.



The future contact will appear on the participant's peer counseling page under Scheduled Future Contacts.

Contact Date	Counselor	Reason
10/05/2014	Tricia Florence	1 mo postpartum f/u
1		

If future contacts are scheduled, the nearest future contact date will also show in the Next Contact and Next Cont Reason columns on the Peer Counseling: Caseload page.

Peer Counseling: Caseload

View Caseload for:

[New Clients](#) [Updated Clients](#) [All Clients](#)

The following clients are assigned:

PID	Name	EDD	ADD	Cat	Next Contact	Next Cont Reason
000001	XXXXXXXXXX	11/30/2014		P		
000002	XXXXXXXXXX	08/17/2014	08/18/2014	B		
000003	XXXXXXXXXX	09/01/2014	09/05/2014	P	10/05/2014	1 mo postpartum f/u



TURNING A FUTURE CONTACT INTO A VISIT

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Select the future contact you would like to edit from the Scheduled Future Contacts grid.

Scheduled Future Contacts:

Contact Date	Counselor	Reason
10/05/2014	Tricia Florence	1 mo postpartum f/u

A Breastfeeding Peer Counseling Visit form will appear. This is just a draft and is not logged as an actual contact.

Breastfeeding Peer Counseling Visit

[Print](#)

Phone:
Address:

BFPC: Tricia Florence
EDD: 9/1/2014

Type of contact:

Prenatal Topics: Post-Partum Topics: Referral Made for:
None

Notes:
1 mo postpartum f/u

EDIT

3. Click the Edit button.

EDIT

A Breastfeeding Peer Counseling Visit form will appear.

Breastfeeding Peer Counseling Visit

[Print](#)

 BFPC:

Phone:
Address:

EDD: 9/1/2014

Contact Type is a Required Field

Type of contact:

Telephone
 Conversation
 Message
 No Answer

In Person
 Clinic Visit
 Home Visit
 Hospital Visit
 Class
 Support Group

Written
 Text Conversation
 Letter
 Email
 Facebook Message

Prenatal Topics:
 BF Barriers
 BF Benefits
 BF Techniques
 BF Management
 Return to Work/School
 Other

Post-Partum Topics:
 BF Technique
 Milk Supply
 BF Support
 BF Barriers
 Return to Work/School
 Other

Referral Made for:
 BF Management Problems
 Position / Latch Problems (Unresolved)
 Medical condition Mom/Infant
 Medications
 Other

Notes:

SAVE

CANCEL

DELETE

4. Complete the form for the contact and click the Save button. For instructions on completing the form, see [Adding a Contact](#).

EDITING A FUTURE CONTACT

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Click the Future Contacts button.



The Breastfeeding Education: Future Contacts page will appear.

Breastfeeding Education: Future Contacts

EDD: 9/1/2014

Contact Date	Counselor	Reason
10/08/2014	Tricia Florence	1 mo postpartum f/u

Date:

Reason:

Counselor:



3. Select the future contact you would like to edit from the grid on the Breastfeeding Education: Future Contacts page.

Breastfeeding Education: Future Contacts

EDD: 9/1/2014

Contact Date	Counselor	Reason
10/08/2014	Tricia Florence	1 mo postpartum f/u

4. Make edits to the information that appears below the grid.

Date:

Reason:

Counselor:



5. Click on one of the following:



- The Save button to save the edits.
- The Delete button to delete the future contact.
- The Cancel button to not save any of the edits but keep the future contact visit form as it was originally entered.



WITHDRAWING FROM PEER COUNSELING

1. Go to a woman participant's [Breastfeeding Education: Peer Counseling Contacts page](#).
2. Click the Withdraw button.



3. Select a reason why you are withdrawing the participant in the dropdown list.

Please select why you are withdrawing this participant from the BFPC program:

<p>--Please Select-- 3 months postpartum Moved Not breastfeeding Not Interested Not on WIC</p>	<p>CANCEL</p>	<p>OK</p>
--	---------------	-----------

4. Click the OK button.



Note: If you do not want to withdraw the participant, click the Cancel button. 

A note will be made stating "The participant has withdrawn from the BFPC program. [date], [staff who withdrew her], [reason withdrawn]".

The participant has withdrawn from the BFPC program. 10/3/2014, Tricia Florence, Not Interested

A Create Exit Survey button will also appear.

The participant's survey is completed.



This button will open a new window.

COMPLETING AN EXIT SURVEY

1. Go to the Participant's Peer Counseling page for a participant who has been withdrawn from the program.
2. Click the Create Exit Survey button.



This button will open a new window.

A new internet browser tab/window will open.

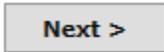


Note: The exit survey is completed outside of WISPr in an internet-based survey tool. Each survey is unique to your agency. Each survey link is unique to the participant, because typically the first page of the survey will be completed with information from WISPr about the participant. It includes:

First Name	<input type="text"/>	Participant Details
Last Name	<input type="text"/>	
PID	<input type="text"/>	
Date Assigned	<input type="text" value="9/26/2014"/>	Enrollment Details
Peer Counselor	<input type="text" value="Tricia Florence"/>	
Initial Contact Date (mm/dd/yyyy)	<input type="text" value="9/28/2014"/>	
Date Withdrawn (mm/dd/yyyy) ?	<input type="text" value="10/3/2014"/>	Withdrawal Details
Withdraw Reason	<input type="text" value="Not Interested"/>	
Telephone Contacts		
Conversation	<input type="text" value="1"/>	
Message	<input type="text" value="0"/>	
No Answer	<input type="text" value="0"/>	
Visits		
Clinic	<input type="text" value="0"/>	
Home	<input type="text" value="0"/>	
Hospital	<input type="text" value="1"/>	
Class	<input type="text" value="0"/>	
Support Group	<input type="text" value="0"/>	
Written Contacts		
Text	<input type="text" value="0"/>	
Letter	<input type="text" value="0"/>	
Email	<input type="text" value="0"/>	
Facebook msg	<input type="text" value="0"/>	
Total Contacts	<input type="text" value="2"/>	
Breastfeeding Status		
Category	<input type="text" value="B"/>	Current category in WISPr
Food Package	<input type="text" value="7111"/>	Most recently assigned food package

Types and number of contacts recorded in WISPr

3. Edit any information on the first page.
4. Click the Next button to progress through the survey.



5. Enter the answer to each question and click Next to progress through the survey.

Note: Surveys cannot be saved. A survey must be completed at one time.

6. On the last page of the survey, click the Submit button.



7. Return to WISPr and the participant's peer counseling page.
8. Check the box "The participant's survey is completed." This will allow for tracking what surveys are or are not completed.

The participant's survey is completed.

Note: You have the option to complete the survey by asking the participant the survey questions or you can email/text the participant a link to the survey so she can complete it on her own time.

VIEWING LIST OF INCOMPLETE SURVEYS

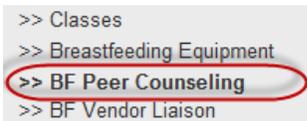
Incomplete Surveys: participants who have been withdrawn from the peer counseling program, but do not have the “The participant’s survey is completed” box checked on their Peer Counseling page.

To help track what exit surveys are available, but not completed, you can view a list of participants who have been withdrawn from the peer counseling program, but do not have the “The participant’s survey is completed” box checked.

1. Click on the Agency/Clinic Administration button at the top of the WISPr page.

**AGENCY / CLINIC
ADMINISTRATION**

2. Click on BF Peer Counseling on the Agency/Clinic Administration page.



3. Click on the line with the clinic number you want in the Clinic column and “Incomplete Survey” in the BFPC column.

Note: Incomplete Survey will only appear on the grid if there are incomplete surveys in a clinic.

View and

Clinic	BFPC	Case Load
101	Babe Baker	101 Participants
101	Incomplete Survey	27 Participants
101	Jamie Cornwell	52 Participants
101	Judy Cutts	19 Participants
101	Melissa Morgan	0 Participants
101	Miranda Lee	0 Participants
101	Nicole Osborne	43 Participants
101	Ranita Bowen	1 Participant
104	Incomplete Survey	1 Participant
110	Incomplete Survey	1 Participant

Page Size: Page: Rows 1 - 10 of 10

An Incomplete BFPC Surveys pop-up box will appear.

Breastfeeding Peer Counseling Visits

Incomplete BFPC Surveys [Print this List](#)

Clinic: 101 - Hayden

27 Participants

Peer Counselor who logged the last visit.

PID	Name	Last Visit	Last BFPC
2051781	[REDACTED]	1/12/2015	Babe Baker
2049897	[REDACTED]	12/8/2014	Babe Baker
2060773	[REDACTED]	3/4/2015	Nicole Osborne
2021470	[REDACTED]	2/4/2015	Babe Baker
1469745	[REDACTED]	1/2/2015	Nicole Osborne

Note: WISPr does not save a history of who was the originally assigned Peer Counselor, but it does save the Peer Counselor documented on visit forms.

4. To go to a participant’s peer counseling page, click on the name of a participant on the Incomplete BFPC Surveys grid.

VIEWING EXIT SURVEY REPORTS

Excel Format

Key Survey is the website that collects all the exit survey data. The report data can be compiled in an Excel spreadsheet. Only the State Office has access to this function. Contact the State Breastfeeding Coordinator if you would like to receive the survey data in an Excel spreadsheet format.

Online Format

You can view real-time data from exit surveys in a report available online at any time. This will show a *cumulative* fiscal year report and will not distinguish data based on quarter.

1. Click on your report hyperlink or copy and paste the URL into your internet browser. The URL is your agency's Peer Counseling Exit Survey Report link and is unique to your agency. If you don't have this link you can request it from the State Breastfeeding Coordinator.
2. View the responses to answers using the various tools for each question type:
 - [Text Response](#)
 - [Pick One or the Other Responses](#)
 - [Scale Responses](#)

Note: Because each agency's survey varies, the question types listed below may not match your exact survey, but should be representative of the types of questions on your survey.

Text Responses WISPr or person completing the survey enters letters/numbers into a text box.

			Response total
First Name			1
Last Name			1
PID			1

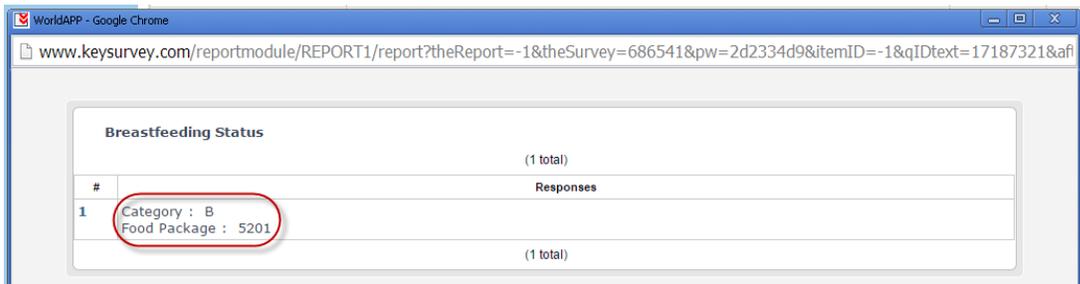
Statistics based on 1 respondents;

Typically, the statistics will be based on the same number of responses as the Response total.

- Click  in the top blue row of the table, to view the text responses given for all of the topics within the question.

Breastfeeding Status 	
Category	
Food Package	

A pop-up box will appear:

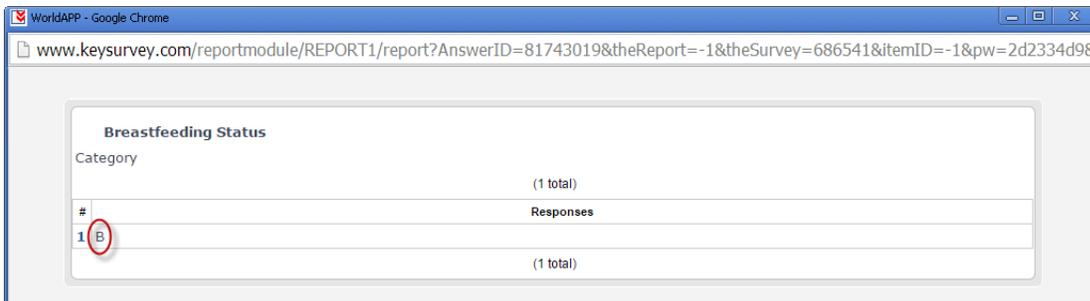


Breastfeeding Status		(1 total)
#	Responses	
1	Category : B Food Package : 5201	(1 total)

- Click on the  graphic on a line within a question table to view a pop-up box with the text responses given only for a specific topic within a question.

Category	
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Pop-up box:



Breastfeeding Status		(1 total)
#	Responses	
1	B	(1 total)

Pick One or the Other Responses Person completing the survey selects only one of the answer options.



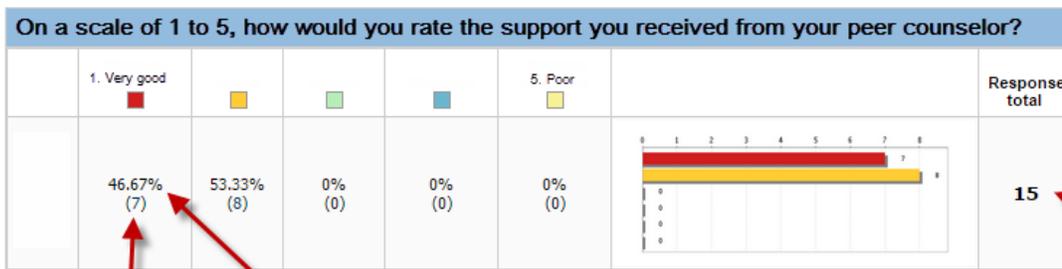
Number of respondents choosing this answer.

The total number of people who answered the question.

Statistics based on 1 respondents;

The percentage each answer was selected compared to the total number of times that question was answered.

Scale Responses Person completing the survey selects an answer option from a scale.



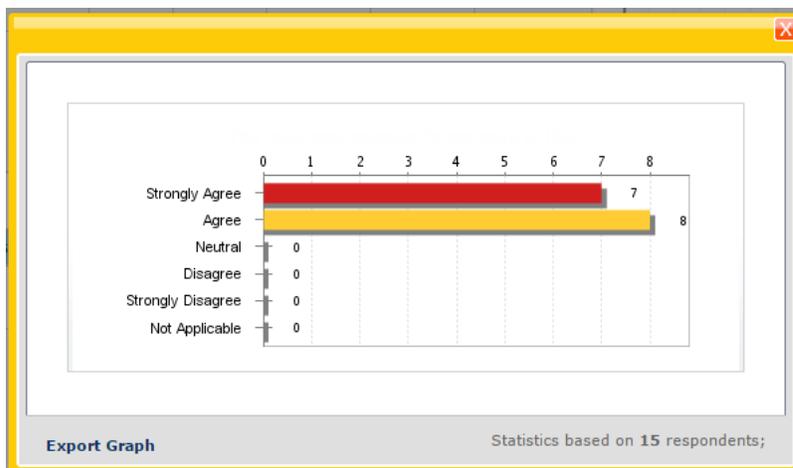
Number of respondents choosing this answer option.

The percentage each answer option was chosen compared to the total number of times that question was answered.

Statistics based on 15 respondents;

The total number of people who answered the question.

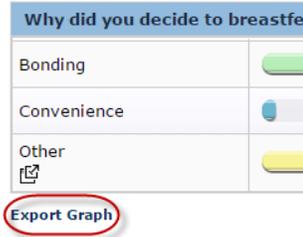
- To zoom in on the graph, click on the graph. A pop-up box will appear.



EXPORTING REPORT GRAPHS Pick One or the Other & Scale Responses

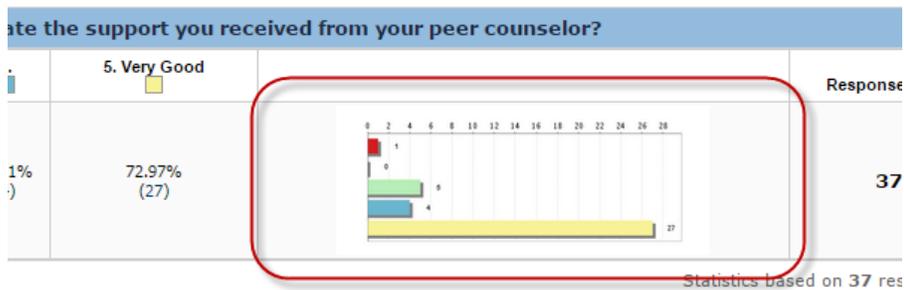
1. For Pick One or the Other Responses:

- a. Click on the Export Graph link at the bottom left-hand corner of the question table.

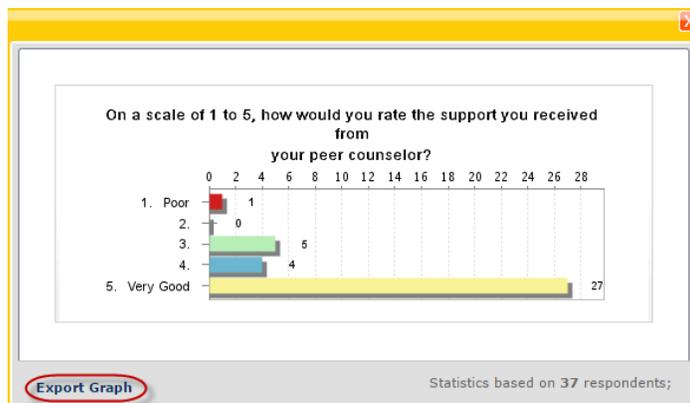


For Scale Responses:

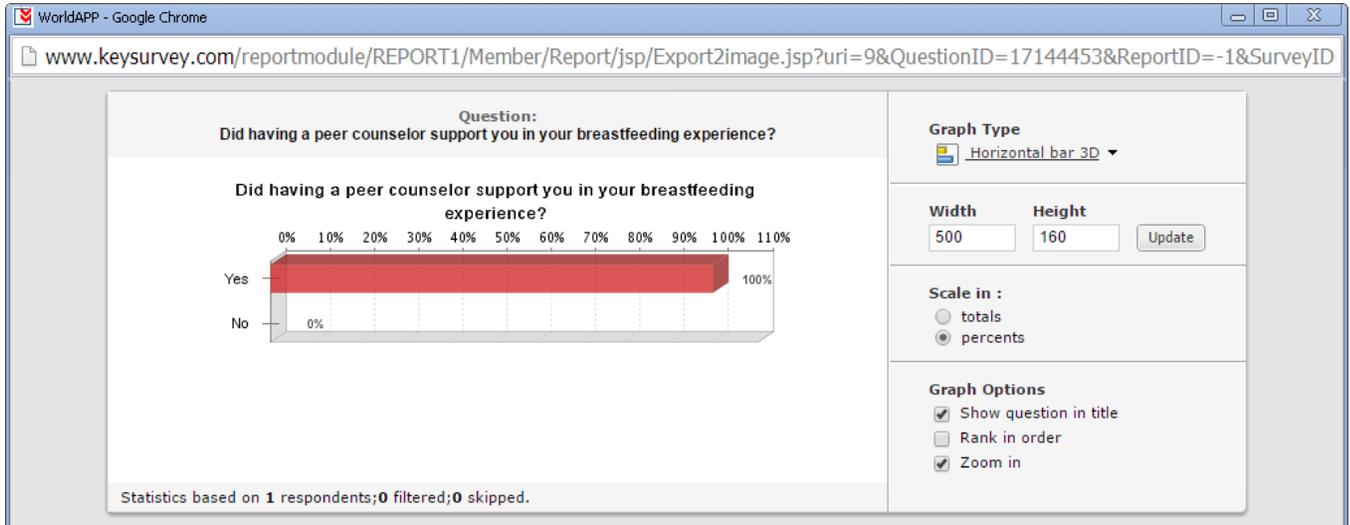
- a. Click on the graph shown in the question.



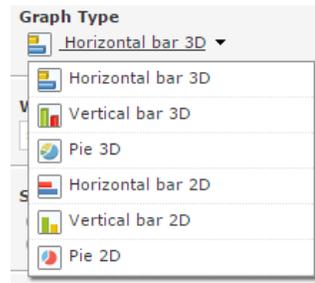
- b. On the graph pop-up, click the Export Graph link.



2. In the new pop-up box, adjust the grids appearance as desired by adjusting the various options.



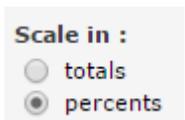
Graph Type: This will change the style of graph.



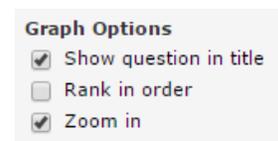
Width and Height: Enter new sizes and click the Update button after you change size in order to view the size change.



Scale: Click on totals to show by the number of respondents. Click on percents to show by the percentage of respondents.

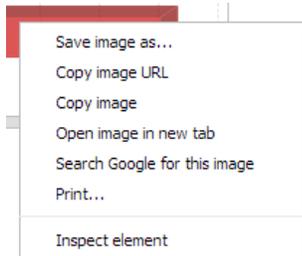


Graph Options: Check Show question in title to show the text of the question related to the graph directly above the graph. Check Rank in order to display responses in graph from greatest to least %/total. Zoom in doesn't appear to do anything. 😊

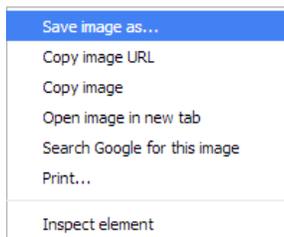


SAVING REPORT GRAPHS Pick One or the Other & Scale Responses

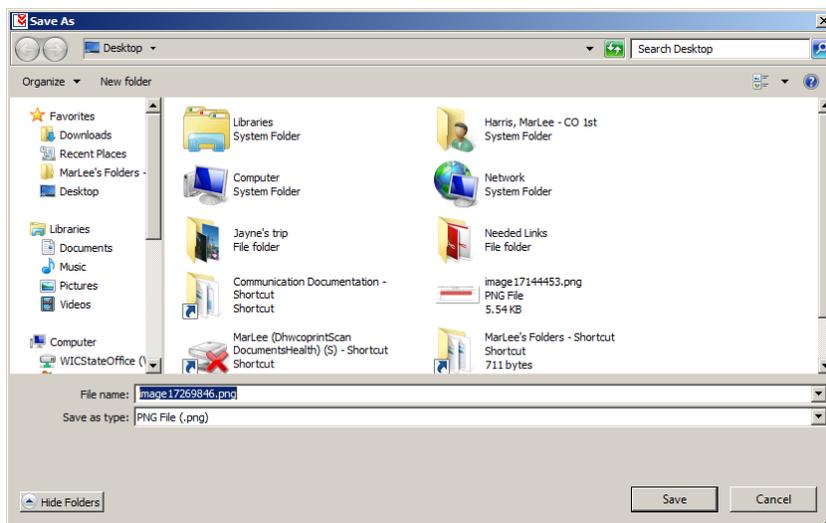
1. Follow the directions above to [export](#) the graph you want to save.
2. Right click on the graph. A list will appear.



3. Click on Save image as...



4. Save the document.



5. You can then insert this picture into various files/documents.
For example, to insert the picture into a PowerPoint, click on the Insert tab and click on Picture.



Find the graph file and click insert.

