

Elizabeth C. Brooks, JD, IBCLC, FILCA



Elizabeth is an IBCLC in private practice (doing home visits) and working per diem in a BFHI hospital with a Level III NICU (seeing all postpartum breastfeeding parents). She is also a licensed attorney in Pennsylvania, USA having legal expertise in USA forms of criminal, administrative, non-profit, ethics, and lactation-related law.

She has had published and receive royalties for one book and written a chapter in each of several other books. Elizabeth has published several peer-reviewed articles. She writes frequently on blogs, websites, and social media. All material covers legal and ethical issues.

Providing Baby-Friendly teaching to hospital staff, Elizabeth frequently speaks at professional education meetings and conferences and is an instructor for on-line-based lactation education providers.

***The Right Way to say “You’re Wrong:”
Effective Ethical Scripting for Tough Talk in Lactation***

IBCLCs have a broad, well-defined area of expertise, explained in their IBLCE practice-guiding document. Yet in day-to-day practice, IBCLCs frequently meet “push-back.” What can (or should?) an IBCLC say when primary healthcare providers undercut the care plan, or family members negate supportive teaching, or co-workers overstep their scope of practice. What about social media engagement? Effective communication matters. In 2021, IBLCE exam requirements include five hours of teaching on communication skills. This session will cover the IBCLC’s legal and ethical requirements for effective communication, charting, and report-writing. It will provide sample scripts (freely adaptable or used as-is) to cover a wide range of issues that vex lactation support provider.

After this session the learner will be able to:

- A. Identify two mandatory, and one voluntary, practice-guiding document(s) for the International Board Certified Lactation Consultant (IBCLC). (20 mins)
- B. Identify 3 elements in the IBCLC’s mandatory practice-guiding documents defining the responsibility to communicate with and educate patients/clients, and members of the healthcare team. (20 mins)
- C. Formulate 3 sample scripts for effectively discussing sensitive or controversial clinical topics with patients/client, and healthcare providers. (20 mins)