

# Texas WIC Breast Pump Program\_04



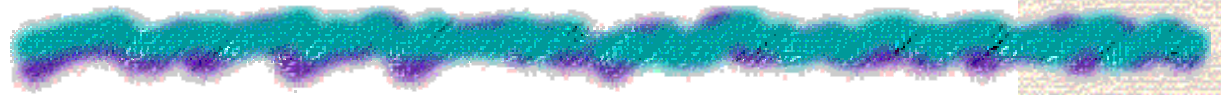
*“When Mom’s Can’t Make It  
Work.”*

Advanced Trouble-shooting of the  
Hollister and Medela Breast  
Pumps

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# Trouble-shooting for Hollister Breast Pumps



# Training Moms to Use Pumps

- Before receiving a breast pump, mothers shall be trained by WIC staff on assembly, use, and cleaning of the breast pump and storage of human milk (BF:05.0 & 06.0)
- They do **not** need to show the video that comes with the pump to the moms when they train moms to use the pumps. A video **must** go home with the mom, according to policy. She can watch it if she needs/wants to.

# If the mom complains that it hurts to use the pump...

- Ask if she is using the reducing insert
- Ask how high she normally has the vacuum
- If she complains that the flange feels too tight:
  - Ask if the nipple is rubbing against the sides of the tunnel with each vacuum movement of the pump
  - Ask how much air space she has around the sides of her nipple and at the end of her nipple in the breast flanges.
  - Ask if the outside of the nipple (rather than the nipple tip) is tender or sore

# If an Elite or Purely Yours is Making Strange Noises

- Have the mom check to see that the white valves and diaphragms are in place
- If they are, ask the mom to bring the pump into the clinic for you to trouble-shoot
- If you cannot resolve the problem, issue her a new Elite or replace the Purely Yours pump motor and contact Hollister about the pump

If the mom is concerned that her breast pump does not have enough suction or that her supply is decreasing

- Read concerns about Milk Supply, on pages 29 - 30 of the Breast Pump Manual
- If you cannot solve the problem over the phone, have her come in and check the pump with the vacuum gauges

# Always remember when troubleshooting the Hollister electric pumps to check:

- Assess the mom for proper breast flange fit
- Puncture or tear in the in the valve
- White valve not in place
- Diaphragm not in place
- Is she using it as a single pump and forgot to put the cap into the white plug
- Tear in the tubing near the connector
- Not securing the white cap



# Trouble-shooting the Hollister One-hand Pump

- Valve placement and integrity of the valve
- Make sure the piston seal is in place
- Is the handle clipped too low
- Hold the manual pump high on its body for better control
- Is she using the reducing insert?

# Pump Repair and Replacement

- WIC Warranty
  - Multi User Pumps - 4 years (for Pumps received after January 2004)
  - Purely Yours - 2 years
- Borrowing parts from other pumps
- Hollister 1-800-323-4060

# The Vacuum Gauge

1. Check to see if the gauge is calibrated (arrow pointing to zero)
2. If the gauge is not calibrated
  1. Use a flat screwdriver to lift the plastic cover off the gauge
  2. Adjust the screw at the bottom of the gauge toward - or + to bring the needle back to zero
  3. Replace the plastic cover on the gauge
3. Place the gauge in the flange

# The Vacuum Gage

- Turn on the pump to maximum speed and maximum vacuum settings
- Allow the pump to run for a few minutes to establish a rhythm
- Read the dial for mm of Hg

# Appropriate ranges for the Elite at maximum vacuum

- Set at maximum speed and vacuum:
  - -243 mm Hg or greater as a single-sided pump
  - -197 to -232 mm Hg as a double -sided pump
- Minimum speed and vacuum:
  - -75 mm Hg or less as a double pump

# Appropriate vacuum ranges for the Purely Yours

- Set at maximum speed and vacuum:
  - -223 to -262 mm HG as a single-sided pump
  - -175 to -214 mm Hg as a double-sided pump
- Minimum speed and vacuum
  - -75 mm Hg or less as a double pump

# If the levels do not fall within the appropriate ranges:

- Check both sides separately
- Check to see that all of the HygieniKit's parts are intact
- Ensure an appropriate seal between the flange and the rubber stopper

# Troubleshooting for Medela Breastpumps

- Karen calls to tell you that the Medela Manual breast pump she picked up from the clinic yesterday is not working. You find out that she pumped last night and it worked just fine.
- What is the first thing you might have her try to resolve the problem?



# Tips for Trouble Shooting for the Manual/Spring Express™ and Little Hearts™ Breastpumps

- Make sure the white membrane lies completely flat in place on the yellow valve
- The white membrane and yellow valve are clean
- Make sure all connections of the kit are secure

# Trouble shooting the Harmony™ Breastpump

- Linda has been using the Harmony™ Breastpump for a month now. She calls because she cannot figure out why it suddenly quit sucking as well. After reviewing assembly and cleaning with her, the pump still does not work. You have her come in so that you can check it.

# Trouble Shooting

- What are the key parts that would effect the suction in the Harmony Breast pump?

# Tips for Trouble Shooting for the Harmony™ Breastpump

- Make sure the white membrane lies completely flat in place on the yellow valve and is clean
- Make sure the stem assembly on the pump handle is seated all the way into the pump body until it will go no farther.
- Make sure the O-Ring is in place in the stem handle

# Tips for Trouble Shooting

- Make sure the pump body is firmly screwed onto the container
- Make sure the breast shield is firmly seated into the pump body

# Tips for Trouble Shooting

- Make sure the oval base of the stem is properly seated in the oval base of the diaphragm
- Make sure the diaphragm is pushed all the way onto the circular rim on the underside of the handle

# How Should Your Clinic Clean Multi-user Pumps When They Are Returned?

- Wipe the pumps down with a diluted solution of bleach(5%)
- Household cleaner, such as 409
- Germicide (Cavicide)



# Cleaning the Elite







# How Can Your Clinic Clean Multi-user Pump Bag When They Are Returned?

- Have them dry cleaned
- Wash them in a washing machine (other local agencies have done this)
- You don't have to clean the bag every time

# Cleaning the Bag



# Technical Assistance

- For technical assistance with breast pump issuance, ordering, troubleshooting, obtaining spare parts etc
- Contact:

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(512) 458-7111 ext 3411

A client comes in and complains that her single-user breast pump doesn't have the strong suction that it once did. What can you use to check the suction level?

1. a new breast flange
2. a motor unit
3. a vacuum gauge
4. a diaphragm

# If an Elite or Purely Yours is Making Strange Noises

1. Have the mom check to see that the white valves and diaphragms are in place
2. If they are, ask the mom to bring the pump into the clinic for you to trouble-shoot
3. If you cannot resolve the problem, issue her a new Elite or replace the Purely Yours pump motor and contact Hollister about the pump
4. All of the above

Maria comes to the clinic and says that her Medela Harmony Pump no longer has any suction. What could cause suction to falter?

1. Assembly of the breast pump parts
2. Tear in the white membrane
3. A dirty yellow valve
4. The white membrane is not lying flat against the yellow valve
5. All of the above

When a breastfeeding client returns the loaner pump, local agencies can take the bags to the dry cleaner to be cleaned and your local agency can use it as a breastfeeding expense.

1. True
2. False