- The journey from volunteer counselor to professional clinician
- Improving the quality and consistency of lactation care
- A new U.S. provider category and taxonomy code established for non-RN IBCLCs
- Texting as a way to communicate effectively with today's mothers
- Using social media to reach and support clients
- Generational differences between mothers and providers
- Offering lactation expertise and support in online settings
- Managing a "paperless" private lactation practice, with all charting, records, communications, and care plans in one place
- Burnout and compassion fatigue and the importance of professional self-care

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