

Laura Mercer

Lactation Program Coordinator

IBCLC-credentialed lactation program coordinator with 10 years of experience designing, managing, and evaluating hospital-based and community lactation programs. Directed a 5-person lactation services team at a major academic medical center, overseeing policy development, staff training, and quality improvement initiatives that increased program-wide breastfeeding initiation rates by 19 percentage points. Expert in Baby-Friendly Hospital Initiative compliance, grant management, and data-driven program evaluation.

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 Boston, MA

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Experience

Lactation Program Coordinator

Jun 2017 - Present

Massachusetts General Hospital

Boston, MA

Direct comprehensive lactation services program across a 200-bed maternity unit and outpatient lactation clinic.

- Lead a 5-person lactation consultant team providing 40+ daily consultations, increasing unit-wide breastfeeding initiation from 74% to 93% over 5 years
- Managed \$420,000 annual program budget and secured \$85,000 in state MCH grants to expand community lactation services
- Spearheaded Baby-Friendly Hospital Initiative re-designation process, achieving compliance across all 10 BFHI steps
- Developed and implemented hospital-wide lactation policies adopted by 3 affiliated community hospitals
- Present program outcomes data at quarterly quality improvement committee meetings and annual hospital leadership reviews

IBCLC Lactation Consultant

Sep 2014 - May 2017

Boston Children's Hospital

Boston, MA

Provided clinical lactation services in NICU and outpatient pediatric lactation clinic.

- Conducted 25+ daily consultations supporting NICU and outpatient pediatric lactation clinic families
- Developed NICU discharge lactation readiness checklist adopted hospital-wide, improving NICU discharge preparation scores by 31%
- Coordinated with WIC nutritionists and community health workers to create warm handoff protocols for at-risk families

Skills

Lactation Program
Management

Baby-Friendly Hospital
Initiative

Budget & Grant
Management

Quality Improvement (QI)

Staff Training &
Development

Data Analysis & Reporting

Policy Development

Community Partnership
Building

Education

Master of Public Health (MPH)

May 2013

Harvard T.H. Chan School
of Public Health

Boston, MA

Public Health Nutrition

GPA: 3.9

Bachelor of Science

May 2011

Boston University

Boston, MA

Nutrition Science

 Languages

English Native
French Conversational

 Certificates

**International Board
Certified Lactation
Consultant (IBCLC)**

2015

International Board of
Lactation Consultant
Examiners (IBLCE)

Gold-standard lactation
credential

**Certified in Public
Health (CPH)**

2019

National Board of Public
Health Examiners

National board certification in
public health