

Getting Started as a HealthySteps Specialist



Welcome to HealthySteps! We're glad you're here.

You've just joined a national network of 230+ pediatric primary care practices and more than 300 professionals all working to give babies and toddlers a strong start in life. Congratulations!

In addition to your colleagues at your practice and the HealthySteps network, the Healthy Steps National Office at ZERO TO THREE (National Office) is a resource for you. We invite you to review the information below to orient you to our mission, the HealthySteps model, and to explore resources to support you as you become a vital part of your new practice.

First Things First...

- 1. Take your time looking through the HealthySteps website and acquaint yourself with HealthySteps resources, many of which are exclusive for sites.** Please contact the National Office at healthysteps@zerotothree.org if you do not have a HealthySteps login and password.
 - [Early Learning Resources for Caregivers](#)
 - [Positive Parenting Topical Handouts for Caregivers](#)
 - [Quick Check Visit Guides for HS Specialists](#)
 - [Trauma-Informed Care and ACEs Resources for Caregivers and Providers](#)
 - [What's Up Newsletters for Caregivers](#)
- 2. Take the following eLearning courses:**
 - [From Tiny to Toddler from HealthySteps](#). This series, created by the HS National Office, guides HS Specialists through each well-child visit.
 - [Keystones of Development Curriculum from Mt. Sinai](#). This course was created for medical residents but is also ideal for HealthySteps Specialists. You can access it for free by clicking "My Program Has a Token" and entering the code: *ZTT-HSS-2019*
- 3. Review the HS Competencies with your supervisor.** The [HS Competencies](#) clearly define key knowledge, skills, and attitudes necessary for responsive, culturally attuned and equitable clinical best practices in order to support HealthySteps Specialists' ability to carry out their role and responsibilities. They can also guide the hiring and orientation process for new HealthySteps Specialists and be used during reflective supervision to support HS Specialist's growth and development.
- 4. Create your elevator speech.** If HS is new at your site, create a 2-minute "elevator speech" that explains *What is HealthySteps* so you can introduce yourself—and your role—more easily to practice staff and colleagues. If you are a new HS Specialist at an existing HS site, practice your elevator speech with your Physician Champion. Please note that you will describe HS differently if speaking with colleagues or families. Practice it each way.

5. **Say “hi” on HealthySteps Connect.** HealthySteps Connect is a private online community for HealthySteps network. All HealthySteps Specialists, Physician Champions, and program administrators have access to this incredible resource, rich with real-world, on-the-ground insights. We encourage our network to log-in and join the conversations underway or start their own. Use your HealthySteps login to access the platform. Learn more about [how to get started](#).

Next Up...

Below are some suggestions for getting ready to become an integral part of the community and culture of your practice so you can be an effective HealthySteps Specialist.

- Get to know your team! Meet the doctors, nurses, administrative team, front desk staff, and security. Do you have behavioral health providers on site? Community Health Workers? These early days of relationship-building will go a long way toward success. Set up meetings with key staff (virtually if necessary).
- Connect with your site’s implementation team about implementation planning (this applies to most sites in their first five years).
- Review your practice’s current screening schedule for both children and families, and HealthySteps fidelity metrics.
- Speak with the site manager about:
 - business cards
 - email and calendar set up
 - voicemail
 - patient schedule template
 - Electronic health record training
- Shadow several primary care providers during well-child visits. This will give you a sense of what these visits are like, the rhythm of the day, and help you to build relationships with providers. If possible, discuss the visits with the providers afterward.

Keep Going...

- Start exploring local resources. Create or update referral lists (food pantries, shelters, how to access early intervention, etc.). Consider visiting organizations in person as these are vital connections for effective care coordination.
- Find out when regular meetings occur and ensure you are added to any email distribution lists for invites and reminders (for staff social events, as well as meetings).
- Pay attention to patient workflows and “who does what when.”

Additional Resources and Materials

- [Typical newborn, baby, and toddler development](#)
- [The Period of Purple Crying](#)

- Adverse Childhood Experiences (ACEs) [TED talk](#) and [5-Minute Primer](#)
- [Social Determinants of Health \(SDOH\)](#) and our [Resources for Screening for Family Needs](#)
- [Building Better Brains from Alberta Family Wellness Initiative](#)
- [Center on the Developing Child at Harvard University](#)
- Serve & Return video: [Center on the Developing Child](#)
- [ZERO TO THREE](#), particularly [Positive Parenting resources](#)