

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 (HS) network, the HealthySteps 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 HS resources, many of which are exclusive for sites.** To access the HS resources, you'll need to create an account in the [HS Hub](#). Please ask your site HS Program Manager to add you to the site's contacts in the HS Hub account. Once they do, you will receive an email asking you to create a login and password. Please contact the National Office at healthysteps@zerotothree.org if you have any questions.
 - ☐ [HealthySteps Model](#)
 - ☐ [Early Learning Resources for Caregivers](#)
 - ☐ [Easy-to-Read Topical Articles for Caregivers - HealthySteps](#)
 - ☐ [Quick Check Visit Guides for HS Specialists](#)
 - ☐ [Trauma-Informed Care and ACEs Resources for Caregivers and Providers](#)
 - ☐ [What's Up Newsletters for Caregivers](#)
2. **Register for the Virtual HealthySteps Institute.** After you create your HealthySteps account in the Hub, and add your role as the HS Specialist, you will receive an email from the Training and Technical Assistance Manager inviting you to participate in the Virtual HealthySteps Institute, a blend of eLearning and live call trainings that will guide you as you begin your role. Trainings are held monthly, please respond promptly to the email so you can be scheduled in a timely manner.
**If your site has not completed the Virtual HS Institute, training will be coordinated with your site.*

3. 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 HS Specialists. You can access it for free by clicking “My Program Has a Token” and entering the code: *ZTT-HSS-2019*

4. **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 HS Specialists’ ability to carry out their role and responsibilities. They can also guide the hiring and orientation process for new HS Specialists and be used during reflective supervision to support your growth and development. Do read through the HS Competencies and identify areas of strength as well as areas of growth. Seek out resources to help supplement areas you’d like to address.
5. **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.
6. **Say “hi” on HealthySteps Connect.** [HealthySteps Connect](#) is a private online community for HS network. All HS 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. You can easily access HS Connect through the HS Hub (the link is found at the top of your screen).

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 HS Specialist.

- ☐ Get to know your team
 - Meet the doctors, nurses, administrative team, front desk staff, and security. These early days of relationship-building will go a long way toward success. Find out about the staff perception of the HS Specialist role and the HS program.
 - Set up meetings with key staff to understand the strengths and challenges managed by each role, including shadowing them when possible. Ask questions to understand

the current workflow successes and difficulties (e.g., how are no-shows and late appointments handled?). Become aware of how HS can be integrated with their roles and brainstorm together.

- Do you have behavioral health providers on site? Community Health Workers? Meet with any existing behavioral health providers/social workers to discuss how to partner together. Build relationships with both onsite and community referral contacts. Work alongside internal behavioral health staff to plan for HS implementation together, clearly defining roles and creating decision trees for referrals.
- ☐ Connect with your site's implementation team about implementation planning (this applies to most sites in their first five years).
- ☐ 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.
- ☐ Get to know your patient population.
 - Learn about the families that attend your clinic (e.g., cultures most represented, languages used)
 - Learn about interpretation services (e.g., how to access them, which languages are available)
 - How families feel about the programs offered at the practice and how families provide feedback to the practice
- ☐ Review your practice's current screening schedule and screening workflows for children and families.

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.
- ☐ Create or update a Resource Guide and create a workflow for how often it will be reviewed and updates as well as who will have access to it.
- ☐ 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

- [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 | ZERO TO THREE](#)
- and more resources to come!