

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

You've just joined a national network of hundreds of pediatric primary care practices and 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 HS 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 program, and to explore resources to support you.

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 proprietary HS resources (marked as “practice exclusive”), you'll need to first create an account in the [HS Hub](#). Please ask your HS Program Manager to add you to the site contacts in your site's 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.

Where to start:

- [HealthySteps Model](#)
- [HealthySteps Resources for Families](#) – HealthySteps offers a variety of handouts for caregivers and families covering a broad range of topics relating to babies and toddlers. This includes topical handouts for caregivers, What's Up newsletters, Early Learning and Positive Parenting resources, and information about ACEs, toxic stress, and resilience. On this webpage you will find links to pages with different types of resources available as PDF downloads in many languages. This webpage and the resources linked are not password protected and can be shared directly with families.
- [Quick Check Visit Guides for HS Specialists](#) – well-baby checkup visit guides for HS Specialists

2. **Attend the Virtual HealthySteps Institute (if your practice is brand-new to HealthySteps, you will participate in the training with your practice and will be registered automatically).** If you are a new HS Specialist joining an existing HS site, after you create your account in the Hub, and add your role as the HS Specialist, you will receive an email from the National Office inviting you to participate in the Virtual HealthySteps Institute, a blend of eLearning and live 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.

Following your participation in the Virtual HealthySteps Institute, you will be invited to apply to participate in a **New HS Specialist Learning Collaborative**. The collaborative includes six monthly 1-hour calls to meet with other new HS Specialists. New collaboratives start every 3-6 months, and we prioritize HS Specialists who are solo at their practice or health system. We hope you will join us!

3. Take the following eLearning courses:

- [From Tiny to Toddler](#): This series, created by the HS National Office, guides HS Specialists through each well-child visit.
- [Keystones of Development](#): This course for medical residents, created by the Mount Sinai Parenting Center with collaboration from ZERO TO THREE, 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 [HealthySteps Specialist Professional Development Resources](#). Fulfilling the role of a HS Specialist requires expertise across a wide range of topics. The National Office does not expect brand new HS Specialists to have complete breadth and depth of all knowledge and skills and has created these tools to provide support and direction in your individual professional development journey.

- The [HS Specialist Competencies](#) define key knowledge, skills, and dispositions necessary for responsive, culturally attuned and equitable clinical best practices, in order to support HS Specialists’ ability to best carry out their role and responsibilities.
- The [Reflection Tool for Professional Growth and Development](#) supports the application of the *HS Specialist Competencies* by providing a framework for discussion of commonly occurring clinical vignettes. This tool is ideally used in clinical reflective supervision.
- The [HS Professional Development Resource Library](#) includes links to a range of articles, websites, eLearning courses, and other training materials spanning topics related to infant mental health and early childhood development.

You are encouraged to return to these resources regularly to support deeper learning over time.

5. Create your elevator speech. If HealthySteps 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 the HS network. All HS Specialists, Physician Champions, and program administrators have access to this incredible resource, rich with real-world, on-the-ground insights from your peers and National Office staff. We encourage our network to log-in and join the conversations underway, and/or start their own.

You can also easily access HS Connect through the HS Hub or [HealthySteps.org](#) (the link is found at the top of your screen), but we recommend bookmarking it for easy access. Once you log in, you can use the drop-down menu in the top right to set your preferences for how often you receive email digests of new posts.

Next up...

Below are some suggestions for becoming an integral part of the community and culture of your practice.

- Get to know your practice staff.
 - 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 and consider shadowing them when possible. Ask questions to understand current workflow successes and challenges (e.g., how no-shows and late appointments are handled). Observe and consider how HealthySteps could be/has been integrated within the practice and areas of potential improvement.
 - Do you have behavioral health providers on site? Community health workers? Meet with any existing behavioral health providers/social workers to discuss how to collaborate. Work alongside internal behavioral health staff to plan for HealthySteps implementation together, clearly defining roles and creating decision trees for referrals.
- Connect with your site’s implementation team about your implementation plan.
- Review your site’s implementation plan on the [HealthySteps Hub](#), including your practice’s current screening schedule and screening workflows.
 - Learn more about the HS Core Components by reading the [Implementation Guide](#) and watching the [Core Component eLearning](#) modules.
 - Pay attention to patient workflows and “who does what, when.” Observe and consider what seems to work well. What are areas for improvement?
- 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. Providers are busy but, if possible, discuss the visits with them afterward.

- Get to know your patient population.
 - Learn about the families who attend your clinic (e.g., cultures most represented, languages used)
 - Learn about interpretation services (e.g., how to access them, which languages are available)
 - Learn how families feel about the programs offered at the practice and how families provide feedback to the practice

Keep going!

Get to know your local resources.

- Start exploring local resources (such as food pantries, shelters, early intervention providers, etc.). Consider visiting organizations in person, as these are vital connections for effective care coordination. Check if you have a local [Help Me Grow](#) in your area to support this work.
- Create/update a Resource Guide and create a workflow for how often it will be reviewed and updated, as well as who will have access to it.

You're on your way!

Feel free to reach out to the National Office for support. If you have a Training and Technical Assistance Specialist (this applies to new HS sites in their first few years) reach out to them. If not, email us at healthysteps@zerotothree.org. We are here to help!