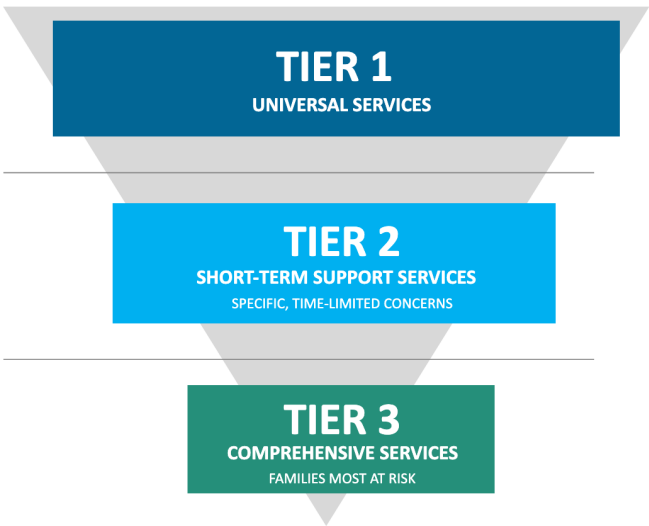


HealthySteps Tiered Model of Care: Quick Guide



HealthySteps offers an array of services to meet family needs through a resource-efficient, risk-stratified approach. The HealthySteps National Office has developed a tiered model of care, consisting of eight Core Components, that connects each family with support and services in response to its unique needs.

Explore the tables below to learn more about each tier.



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Tier 1: Universal Services

Services	• Child development, social-emotional & behavioral screenings • Screening for family needs • Access to a Family Support Line
Who is Served	All families at the site with children ages 0 through 3, up until the child’s 4th birthday.
Care Team	Depending on the site’s workflow, responsibility for screening may be shared across the team. Screenings may be administered or coordinated by front desk staff, medical assistants, nurses, pediatric providers, and/or the HealthySteps Specialist. The HealthySteps Specialist also staffs the Family Support line.
Timing & Frequency	Screenings are provided at or around the family’s regularly scheduled well-child visit, based on the site’s screening schedule in alignment with HealthySteps guidelines. Families can contact the Support Line at any time and as many times as needed.

Tier 2: Short-Term Support Services

Services	All Tier 1 services, plus approximately 1 to 3 consults with the HealthySteps Specialist for: • Child development & behavior consults • Care coordination & systems navigation • Positive parenting guidance & information • Early learning resources
Who is Served	Families with children ages 0 through 3, who have specific and time-limited questions or concerns that can be addressed in 1 to 3 consults with a HealthySteps Specialist.
Care Team	The HealthySteps Specialist provides services in collaboration with other designated staff (e.g., primary care provider, care coordinators, patient navigators, community healthy workers).
Timing & Frequency	Approximately 1 to 3 consults. A family who previously received consults for a previous concern may return with a new set of questions.

Tier 3: Comprehensive, Ongoing Services

Services	All Tier 1 and Tier 2 services, plus: • Ongoing, preventive team-based well-child visits
Who is Served	Families with children ages 0 through 3, who could benefit from long-term support and ongoing relationship with the HealthySteps Specialist. Whenever possible, sites should prioritize children under 18 months for Tier 3 services, as there are more frequent well-child visits in the first year of life.
Care Team	The HealthySteps Specialist provides services in collaboration with the care team (e.g., primary care provider).
Timing & Frequency	The HealthySteps Specialist provides support in the exam room prior to, during, and/or following a well-child visit on an ongoing basis until the child turn 4 years old.

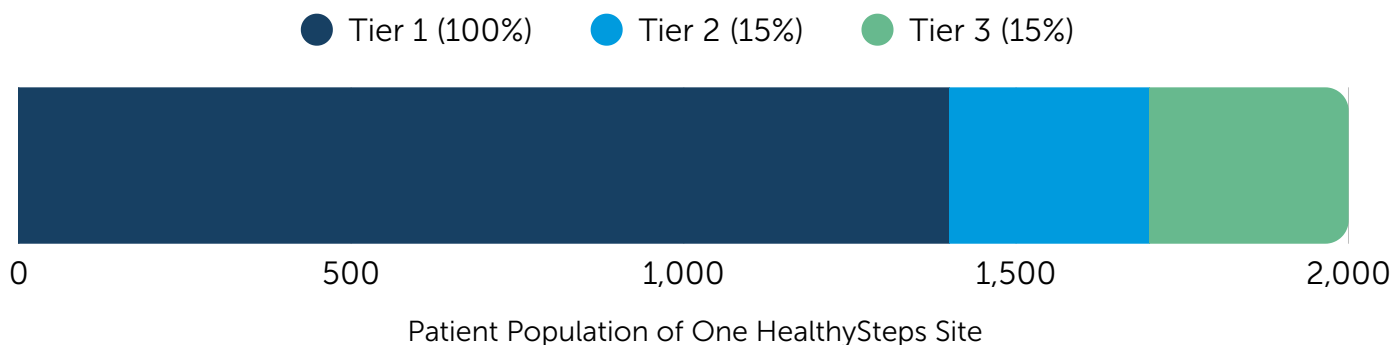


The Tiered Approach is Flexible and Fluid

Families may move between Tiers as their needs change over time. Enrollment in a specific Tier is not intended to be static or viewed as “low/medium/high,” but rather responsive and time-based, reflecting changing levels of need and support.

The Breakdown

To illustrate this in practice, here is an example of how a site's population of 2,000 patients ages 0 through 3 might be organized into Tiers based on family needs, staffing capacity, and HealthySteps fidelity guidelines. The numbers shown are examples and may vary from site to site.



Why the Tiered Approach Matters

In a pediatric practice, HealthySteps services aim to support all children from birth through three years, as well as their families, by universally discussing children's development and behavior; identifying children's and caregivers' strengths, challenges, and needs early; and helping support those needs in a timely, tailored manner.

This approach benefits both the patient population and your site, by promoting:

- Prevention and health promotion for all families
- Early identification of concerns
- The right level of support at the right time
- Maximizes reach and impact
- Uses site resources efficiently

For additional support or questions about implementing the tiered model, please contact healthysteps@zerotothree.org.