Key Tasks for Delivering Health Services and Ways to Get You Started

# Key Tasks for Delivering Health Services and Ways to Get You Started

In addition to getting to know the Head Start Program Performance Standards (HSPPS) that form the foundation of Head Start health services, there are other key tasks that health managers do.

These key tasks will help you ensure that your programs are effectively providing health services to enrolled children and their families.

This section starts out by looking at health services planning and prioritizing, followed by six other key areas or tasks:

- Developing policies and procedures
- Coordinating with your management team
- Delivering and evaluating health education activities
- Participating in other federal and nongovernmental programs
- Collecting and analyzing data
- Reviewing contractual agreements

While this list may feel like a lot to take in, remember as stated earlier, you do not need to do everything at once. In fact, you may want to start by just reviewing the content in this section and then make a plan for when you are going to go back and attend to each task in greater detail.
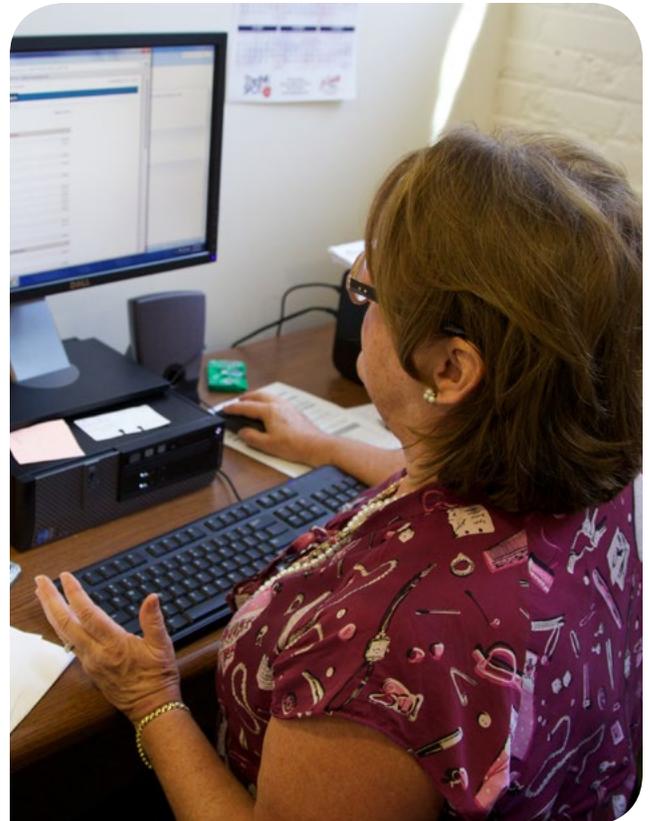
Planning and Prioritizing

Planning and prioritizing are the key to success. Fortunately, there are tools and resources available to help.

Guiding Questions	Yes	No or not sure
Does your program have a timeline of health-related activities already in place such as the health services milestones chart in the appendices?		
Do you know the status of your program's time-sensitive tasks mentioned in the health topic self-reflection section?		

Time-Sensitive Tasks

If you do not know the status of your program's time-sensitive tasks and/or there are items that need your attention, make these a priority. If you need assistance with how to complete these tasks, see the resources related to these items in the Health Topics: Delving Deeper section as well as the key contacts.

Timeline for Health-Related Tasks

If you have a timeline for health-related activities such as the health services milestones chart on page 180 of the appendices, review this document to make sure that you are up to date on all required tasks. You may have done this as a way to complete the self-reflection

Helpful Hints for Planning & Prioritizing

- Check with your regional office and state or regional Head Start associations to see if there are any educational opportunities, such as webinars or training, that can help you prioritize your work.
- Go the Office of Head Start National Center on Health website for more resources on "best practices."
- Remember a phone call to your regional office or to the National Center on Health information line can often quickly connect you to the information you need.

checklists and checklists in the Health Topics: Delving Deeper section of this document.

If a timeline of health-related activities does not exist for your program, you may want to use the health services milestones chart on page 180.

When using your timeline, note the following:

- Who completed the task(s)?
- When were they completed?
- Is there documentation of completion?
- Is any follow-up needed?
- What are your next steps?

Creating a Work Plan

It is important to create a work plan for yourself and set a timeline for completing outstanding or ongoing tasks.

You might find it helpful to develop an action plan for each task, breaking it down into manageable steps, such as the following:

- Person responsible
- Completion due date
- Resources needed
- Documentation plan
- Tracking system to monitor completed activities
- Date you will notify program director and management team about completed work

See the document "Health Management and Program Planning" on page 176 of the appendices for more information.

Other Key Health Service Tasks

The table below covers the other key tasks mentioned at the start of this section. It also includes some additional activities. Use the checklists to help you plan and prioritize your work in these key areas.

Task	Completed/ongoing	Plan to start: (date)
Developing policies and procedures: Review your program's existing health-related policies and procedures to ensure they meet all statutory requirements and to determine if any policies and procedures need to be updated or created.		
Coordinating with your management team: Review the program-level tasks that all managers must complete.		
Delivering and evaluating health education activities: Make sure your program is delivering and evaluating health education to children, families, staff, and volunteers.		
Participating in other federal & nongovernmental programs: Learn about required participation in federal and nongovernmental organizations and applicable federal, tribal, state, and local laws related to program licensure & certification.		
Collecting and analyzing data: Collect, analyze, and use program records and reports to evaluate health services.		
Reviewing contractual agreements: Determine whether your program is currently contracting with a consultant or organization to deliver health, nutrition, or mental health services.		

Other Activities That Can Help You

Activity	Completed/ongoing	Plan to start: (date)
Find out what educational and training opportunities are being offered by your regional office and state or regional Head Start association (http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/health).		
Go to the Office of Head Start National Center on Health website to become familiar with the resources and information available to assist you.		
Read the section of this guide on learning more about Head Start and its role in health and school readiness.		
Become familiar with your Health Services Advisory Committee and your community assessment.		
Read the What Next? Continuing to Grow as a Health Manager section of this guide (Chapter 6).		
Review the materials in this guide's appendices.		

See the document "Health Management and Program Planning" in the appendices for more information.