

RETAIN

Retaining Employment
and Talent After
Injury/Illness Network

UL^{OF} Health

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Objectives

- Background/History
- Purpose
- Services
- Enrollment
- RETAIN Groups
- Eligibility
- Interdisciplinary Team
- Recruitment/Outreach
- Testimonials
- Your Role
- FAQs

Background

Every year, millions of Americans leave the labor force following illness or injury, which can result in a negative ripple effect:

- Individuals leaving their job can face health challenges, financial problems, & poorer QOL
- Employers incur unexpected expenses due to the loss of a valuable employee
- Governments at all levels face reductions in the tax base, costly payouts of disability benefits, & decreased economic activity
- Research shows that individuals with non-work related illnesses and injuries are at high risk of becoming unemployed. Yet, many injured or ill workers could remain in their jobs if they receive timely, coordinated assistance.

History/Background

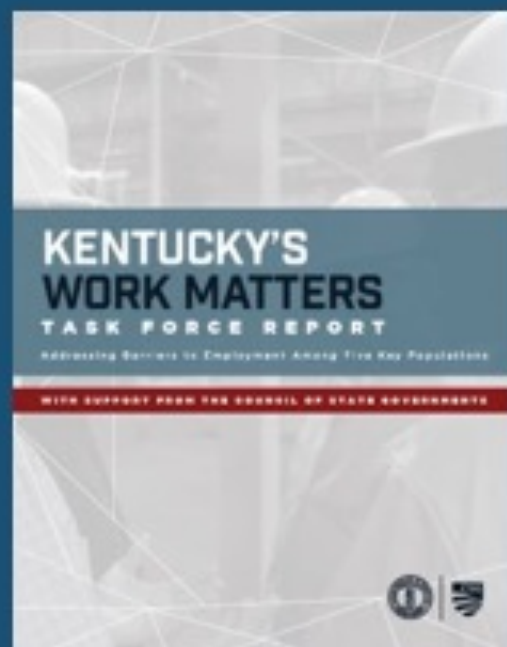
Office of Disability Employment Policy

- Assists both workers with disabilities & employers in understanding their protections & obligations under the law through policy development, outreach & education, & technical assistance.

Job Accommodation Network (JAN)

- Provides extensive technical assistance on the reasonable accommodations provision of the ADA.
- Covered employers are required to provide "reasonable accommodations" to qualified job applicants & employees with disabilities.
- Congress passed the **ADA Amendments Act (ADAAA)**, clarifying various aspects of the law & emphasizing that the definition of disability should be interpreted broadly.
 - Coordinating, monitoring, & enforcing the ADA & ADAAA is the responsibility of several federal agencies: the Department of Justice, the Equal Employment Opportunity Commission, the Department of Education, & the Department of Labor

RETAIN Kentucky – A Little History



History/Background

Policy Goal= Improving the Stay At Work(SAW)/Return To Work(RTW) outcomes of individuals who experience an injury/illness that inhibits their ability to work

- Advancement of SAW/RTW through early intervention strategies as a cost-effective, mutually beneficial means of addressing the high unemployment of Americans with disabilities.
- Successful SAW/RTW early intervention strategies could result in **lower costs for the American taxpayer, lower personnel costs for employers & higher incomes for recovering workers.**

History/Background

Guidance for effective SAW/RTW interventions

- Programs may have the most impact on those workers likely to leave the labor force without such assistance.
- Developing effective programs requires information about the current policy landscape & evidence about what kinds of SAW/RTW assistance is effective & for whom.
- There are several areas for future research & guidance on strategies to expand evidence for effective SAW/RTW interventions.

History/Background

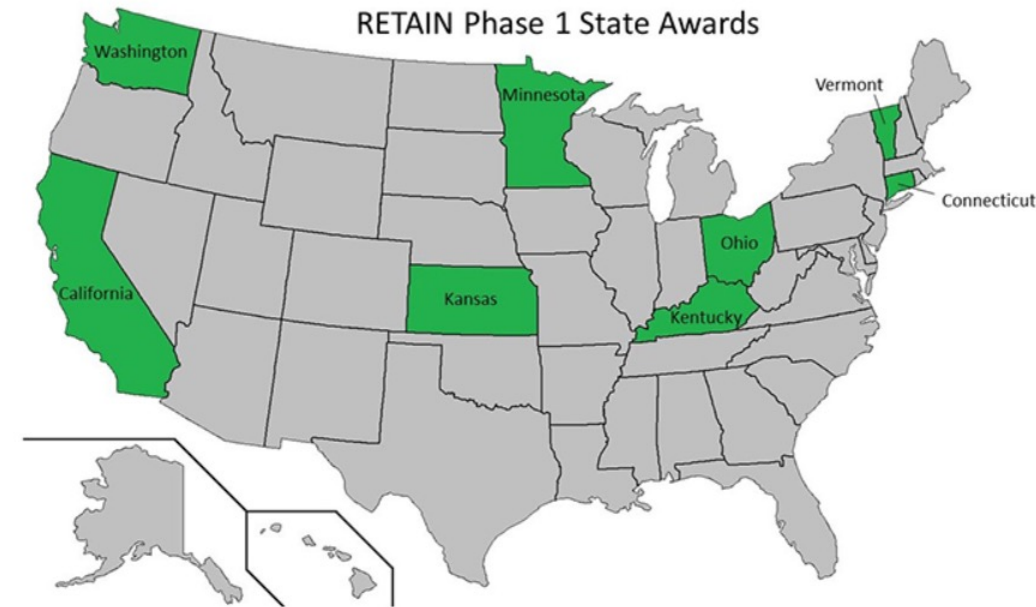
- In 2018, the US Department of Labor collaborated with the Employment and Training Administration & Social Security Administration to launch the

RETAIN Demonstration Project-Phase 1

- A framework for systems change that is centered on the premise that **all** citizens, including individuals with significant disabilities, are capable of full participation in integrated employment and community life.

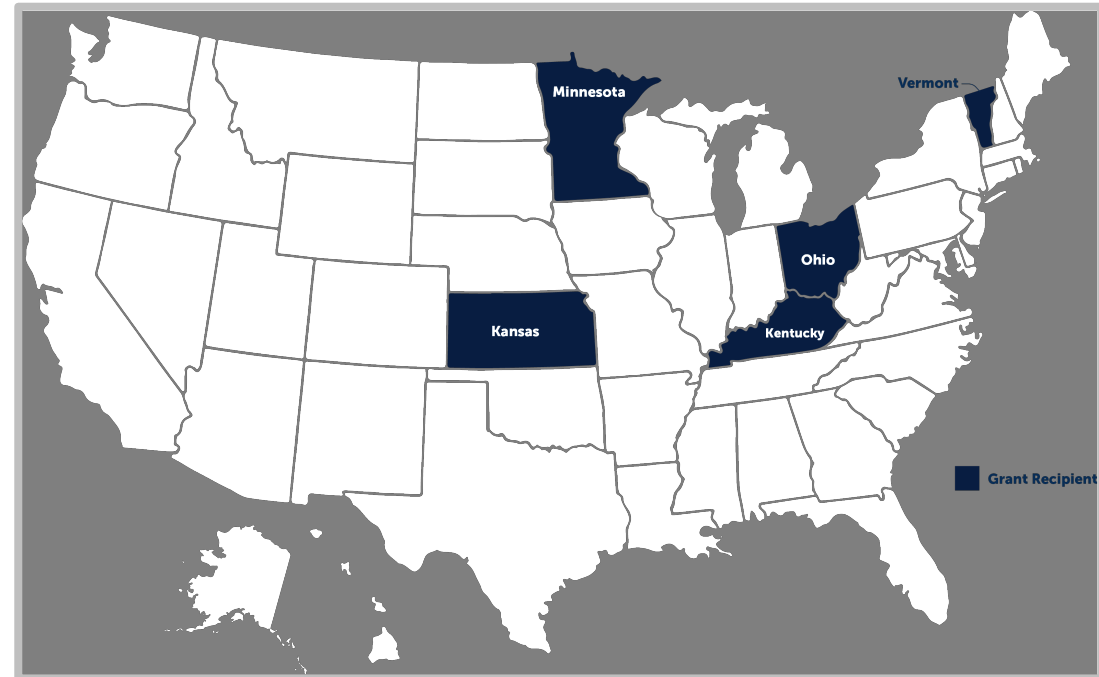
RETAIN Kentucky: Phase 1

- 8 state teams implemented RETAIN & evaluated new & early intervention strategies to help injured or ill employees keep their jobs
- RETAIN KY served more than 200 employees and trained more than 1,100 health care providers & stakeholders.
- Frazier Rehab/UofL PM&R was responsible for >60% of participants in PHASE I



RETAIN Kentucky: Phase 2

- In 2021, the Department awarded **Phase 2** funds for **5 states** including Kentucky to build upon their work in RETAIN Phase 1
- **\$21.6 million** grant for expanded implementation statewide to serve more than 3,000 employees
- Will address enduring implications that COVID-19 will have on the physical and mental health of our workforce



RETAIN KY Phase 2: Overview

- 1) Direct services to workers at risk of exiting the workforce due to non-work-related injury or illness across Kentucky

- 2) Multi systems changes through a statewide Inclusive Worker Health Leadership Network (IWHLN) led by medicine, public health, allied health and workforce professionals.
 - Drs. Chandan and Adamkin (healthcare practitioner representatives for KY)

- 3) Capacity building through interdisciplinary professional, continuing, and medical education
 - Drs. Weingartner (HSC Office of Faculty Development) and Noonan (UME), UofL SOM

RETAIN Funding

RETAIN Kentucky is funded by the U.S. Department of Labor and Social Security Administration. RETAIN Kentucky is led by the Kentucky Office of Employment and Training and implemented by the University of Kentucky.

RETAIN Partners

- *UofL SOM Division of Physical Medicine and Rehabilitation & UofL Health-Frazier Rehabilitation Institute*
- Kent State University
- Kentucky Education & Workforce Development Cabinet
- Kentucky Department for Health and Family Services
- Kentucky Department for Public Health
- Kentucky Disability Determination Services
- Kentucky Hospital Association
- *University of Kentucky & University of Kentucky Human Development Institute*
- Kentucky Labor Cabinet
- Kentucky Workforce Innovation Board
- KentuckianaWorks Regional Workforce Developmental Board
- The Council of State Governments
- University of Kentucky Healthcare & Population Health
- Coalition for Workforce Diversity

Purpose of RETAIN

- Grant provided to KY → 2024
- Collected data from the RETAIN KY project will be presented at state & federal government levels

In hopes to demonstrate RETAIN as an effective early intervention to assist people with illness/injury to return to work to create federal & state policy change!

- This study will enable us to build capacity, provide direct services, and embed practices that will continue to improve employment outcomes long after the funded project ends.

Purpose of RETAIN

- To help injured or ill workers remain in or return to their jobs by implementing & evaluating early intervention strategies.
- Works with employees, employers & healthcare providers, to address issues that can be factors in successful return to work.
- Participants will get support to identify their SAW & RTW goals take steps to achieve those goals.

What is RETAIN?

Study that will examine how early intensive RTW coordination impacts recovery & likelihood of remaining employed

- **Free** federally funded initiative exploring SAW/RTW strategies
- RETAIN KY Service Coordinators will work directly with employers to assess the impact of SAW/RTW activities & help workers facing illness or injury remain in or return to the workforce.
- Utilizes peer support, assistive technology, and universal design to promote quality, coordinated health & employment-related SAW/RTW services.

Focus on Ability NOT Disability

RETAIN Services

- Promotes closer coordination among individuals & organizations who influence workers' decisions about how or whether to return to work after disability.
- Implement early intervention strategies to improve SAW/RTW outcomes
- SAW/RTW programs succeed by returning injured or ill workers to productive work as soon as medically possible.
- Target individuals with non-work-related injuries/illnesses
- Early coordination of health care & employment services is key

RETAIN Services

- Training in occupational health best practices for participating health providers
- Active involvement of a RTW Coordinator throughout the medical recovery period to facilitate continued employment
- Enhanced communication among workers, employers, and health care providers
- Accommodations & job modifications
- Promoting Retraining & Rehabilitation services

RETAIN Services

- Provide services through an integrated network of partners that includes close collaboration between:
 - health care systems and/or providers
 - state workforce development board & local employment service providers
 - employers or industry organizations
 - worker or disability advocacy representatives

RETAIN Eligibility

>/=18 y/o

Lives in Kentucky

**Is currently employed or
has been employed in the
last 12 months**

**Has sustained an injury or
illness outside of the
workplace that limits their
ability to work**

**Person wants to stay at
work, return to work, or
get a new job**

**Not receiving Federal Disability
benefits including Social
Security Disability Insurance
(SSDI) and Supplemental
Security Income (SSI)**

RETAIN Enrollment

RETAIN Groups

All RETAIN participants will receive:

- Support specific to social determinants with healthcare & employer communication.
- Receive information about resources to promote & support self-advocacy to address social determinants & learn ways to work with healthcare providers & employers.

Length of Services:

- Depends upon worker engagement, identified RTW goals & their group assignment.
- Based on the optimal amount of time needed to meet their RTW goals.

Differences in RETAIN Groups

Expedited

- With coordinator for 2 weeks
- Goal: Self Advocacy
 - Providing resources regarding assistance & programs to achieve their RTW/SAW goals
- Contacted 3x's
 - Initial, following week, & end of second week

Enhanced

- With coordinator for 6 months
- Contact every week or 2x's a week
- Continuing to provide resources that achieve their RTW/SAW goals

Interdisciplinary RETAIN Team

- Intake Coordinators
- Return to Work Coordinators
- Outreach Liaisons
- Job Analysts

- Practitioner representatives:
 - Dr. Matthew Adamkin (PM&R MD)
 - Dr. Priya Chandan (PM& R MD, PhD)

- UofL Health RETAIN Nurse Navigator: Lynn Robbins, RN, AND, BA, CRRN

- UofL Health Therapy Liaisons (PT):
 - Kristina Kirk, PT, DPT, CBIS, Board-Certified Neurologic Clinical Specialist
 - Mackenzie Wilson, PT, DPT, CBIS, Board-Certified Neurologic Clinical Specialist

Interdisciplinary Team Approach

- All staff members within UofL Health are being trained!
 - Nursing staff (RNs/PCAs), therapy team (PT, OT, SLP, and therapy aides/techs), physicians, case managers, psychologists, etc.
- Everyone can have a role in assisting individuals to achieve their goals to return to work/stay at work

RETAIN KY Return to Work Coordinators

- Work with healthcare providers and employers to develop a RTW (Return to work) plan that identifies services to support eligible participant's needs and goals.

These services can include, but are not limited to:

- Case management and Coordination
- Referrals for needed services
- Connect to Community Resources
- Assistive technology evaluations
- Job counseling
- Peer support
- Self Advocacy Development

RETAIN Recruitment at UofL Health

- UofL Health - strategy has been to initiate training for all staff members
 - Inpatient rehab, Acute care hospitals, Outpatient rehab, Primary care offices, & Outpatient pulmonary
 - PT Liaisons & RN navigator providing trainings and education to all staff members including rehab staff, nurses, case management, physicians, etc.
 - Posters within visible locations around various hospitals & outpatient care centers for self-referral
 - RETAIN Champions
 - Email blasts for staff
 - During employee orientation staff members are educated on the RETAIN program
- Future:**
- Modules for staff to complete for additional education

Electronic Medical Records

- EMR changes added across **all** UofL Health EMR systems for staff to easily make referrals
- If patient is eligible, staff asks for consent then staff members checks a box for RETAIN order then referral sent to RN Navigator to send to RETAIN referral coordinator
- Triggers being added to EMR systems alert staff for potential RETAIN referrals
- Future → adding triggers to MyChart to alert patients regarding RETAIN

EMR Example - Cerner

Search: Advanced Options Type:

Folder: Favorites Search within: All

My **Ordering Physician**

***Physician name**
ADAMKIN, MATTHEW, MD-PMR

***Order Date/Time**
03/21/2022 1039 EDT

***Communication type**

- Phone Readback
- Verbal Readback
- Order Requiring Provider Signature
- Order Per Hospital Policy/Protocol
- Discontinue for Order Management
- Initiate Powerplan Entered by Provider
- Per Previous Signed Electronic Order
- Per Signed Paper Order

OK Cancel

Orders Medication List Document in Plan

Orders for Signature

View	Order Name	Status	Start	Details
Orders for Signature	FRI 10S; 1021; F2 Fin Nbr:R2204500003 Admit: 02/14/2022 9:35 EST			
Plans				
Document in Plan				
Suggested Plans (0)				
Orders				
<input type="checkbox"/> Admission Discharge Transfer				
<input type="checkbox"/> Code Status				
<input type="checkbox"/> Vital Signs				
<input type="checkbox"/> Activity				
<input checked="" type="checkbox"/> Patient Care				
<input type="checkbox"/> Communication Orders				
<input type="checkbox"/> Nutrition				
<input type="checkbox"/> IV Solutions				
<input type="checkbox"/> Medications				
<input type="checkbox"/> Laboratory				
<input type="checkbox"/> Radiology				
<input type="checkbox"/> Cardiology				
<input type="checkbox"/> Other Diagnostic Tests				
<input type="checkbox"/> Respiratory				
<input type="checkbox"/> Therapies				
Diagnoses & Problems				
Related Results				
Formulary Details				

Details for Consult to RETAIN Program

Details Order Comments Diagnoses

*Requested Start Date/Time: 03/21/2022 1025 EDT Priority: Routine

Frequency: *Patient Agrees To Be Contacted: Yes No

Duration: Duration Unit:

Special Instructions: Research Account:

CPT Modifier:

1 Missing Required Details Dx Table Sign

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Outreach Efforts

- Kentucky State Fair
- Conferences
- Future:
 - KY Brain Injury Walk and other similar local events

James' RETAIN Testimonial

U^{of}L Health

Body Structure & Function

- Memory & Speech Deficits
- Balance Deficits
- Decreased Endurance

Health Condition

Cerebral Vascular
Accidents

Participation

- Self reported decreased QOL
- Fear & anxiety regarding losing his livelihood
- Medication Management Difficulties
- Attending Medical Appointments Difficulties

Activities

- Work : Full- time
hospital environmental
services

Environmental Factors

- Transportation: Car difficulties
- Workplace Accommodations
- Financial Difficulties

Personal Factors

- 50 y/o
- African American Male

RETAIN Interventions

- Built trust & plan of action
- Workplace accommodations
 - Memory Tools
- Balance & Memory deficits
 - Transportation

James' RETAIN Results

- Assisted to foster independence & success at work
- Received reasonable workplace accommodations & improved job performance
- Gained knowledge about local community resources to help fix his car & pay for utilities
- Increased endurance
- Improved balance with no self reported falls
- Gained independence with tracking appointments, medications, & work tasks
- Attended more appointments & taking his medications as prescribed
- Regular check-ins and support from the RTW coordinators provides sense of consistency & caring
- Decreased anxiety about losing his job

Your Role: How to Refer?

- If working in UofL Health system – through EMR
- If working within the state of KY at different site:
 - Call (number on website)
 - Use referral form (under “I am a Healthcare Provider” tab on website)
 - Encourage/assist patient with self referral on RETAIN website
 - Add work history into your subjective evaluation
 - i.e. “Are you currently working?”, “Has your injury/illness affected your ability to return to work?”

Your Role: How to Refer?

- Call: 859- 562-3251
- Email: RETAIN@uky.edu
- Self-referral via QR Code
- www.KYRETAIN.org
- www.facebook.com/KYRETAIN
- RETAIN Kentucky Media
- @KYRETAIN



Shirley Kron | 502-541-5314 | shirley.kron@uky.edu
Kimberly Wickert | 859-359-6726 | kimberly.wickert@uky.edu

Additional Resources

If interested in completing additional training on the RETAIN program, please visit:

<https://www.kyretain.org/trainings/>



What if someone initially agrees to participate, but changes their mind later in the process?

This is a voluntary program; the person can choose to exit the program at any time.



How do I explain to employees that they may receive different services than a coworker?

During intake, the employee will learn about RETAIN and can choose to participate based on their group assignment and their return-to-work goals. Every person's plan will look different based on their unique situation.



Can a person participate with RETAIN and receive other services (e.g., Office of Vocational Rehabilitation)?

Yes, if a person meets each program's eligibility criteria, they can work with multiple community programs or workforce partners while working with RETAIN.



What kind of diagnosis is eligible for RETAIN services?

A person that has a diagnosed medical condition (ICD 10 code) is eligible for RETAIN services. Examples include, but are not limited to, behavioral health, cardiac conditions, diabetes, and physical diagnoses that impacts their ability to stay at work or return to work.

QUESTIONS?
