

RETAIN Return to Work Coordinators Community of Practice

Session 3 – August 4, 2022



RETAIN

Retaining Employment and Talent
After Injury/Illness Network



Disclaimer

This event is conducted by the American Institutes for Research (AIR) for the U.S. Department of Labor (DOL) Office of Disability Employment Policy (ODEP) and the Retaining Employment and Talent After Injury/Illness Network (RETAIN) state grantees, under DOL Contract Number 1605DC-18-F-00429. The views expressed are those of the authors and should not be attributed to DOL, nor does mention of trade names, commercial products, or organizations imply endorsement of same by the U.S. Government.

Agenda

- Welcome
- Housekeeping & Logistics
- RWTC CoP Purpose and Norms
- Recap of last meeting
- How your state engages and works with providers
- Break out groups to discuss challenges, strategies, and questions about engaging and working with providers
- Jamboard: Supporting RETAIN participants in how they work with their health care providers to get their needs met



American Institutes for Research[®] (AIR[®]) Inclusive Meeting Guidelines



ENGAGE EVERYONE



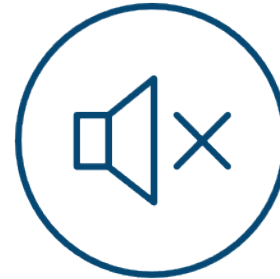
BE HEARD AND SEEN



ACKNOWLEDGE SPEAKER



MAXIMIZE MICROPHONES



MINIMIZE NOISE



MAXIMIZE VISUAL DISPLAYS

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*If you have technical difficulties, please email us at
RETAINTA@air.org and a team member will assist you.*

Community of practice (CoP)

The purpose of the community of practice is for you and other return to work coordinators (RWTC) to learn from and support each other by:

- connecting and building relationships
- sharing what is working well for you and lessons you have learned
- getting new ideas to overcome challenges you are experiencing
- receiving support and information relevant to your work

Your RWTC CoP Norms

- Be present, participate, and be engaged
- Embrace diverse perspectives
- Share the air
- Assume positive intent/goodwill
- Respect what is shared
- Commit to confidentiality
- Partnership & working as a team regardless of employer

Recap of last meeting May 2022

RTWC Competencies - What you are doing now

respecting and maintaining confidentiality	having ethical practices as a RTW coordinator	having listening skills	ability to communicate well verbally and in writing	being consistent between what you say and what you do
being approachable and available	being committed to the goal of early RTW	ability to relate well to workers and employers	ability to respond to others in a timely fashion	ability to instill trust and confidence in your role as the RTW coordinator
having organizational and planning skills	being respectful of other people, their role, their beliefs, and their cultures	ability to sort through data and identify what is important	being able to communicate in a non-threatening way	ability to uncover and evaluate underlying problems affecting RTW
being honest and frank in communications	ability to adjust communication to a particular situation and individual people	ability to evaluate and accurately describe job requirements	having patience with each stakeholder involved in the RTW process	having relationship-building skills
ability to focus on facts and accurate information	being diplomatic and tactful	ability to work effectively as part of a team	being fair and objective in judgment and actions	ability to effectively deal with stress, deadlines, and expectations

RTWC Competencies - Want more support/practice

Respecting and maintaining confidentiality	Having ethical practices as a RTW coordinator	Having listening skills	Ability to communicate well verbally and in writing	Being consistent between what you say and what you do
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How RTWC in your state engage & work with providers

**When do you engage
with providers?**

**Recruitment/
Referrals**

Case Management

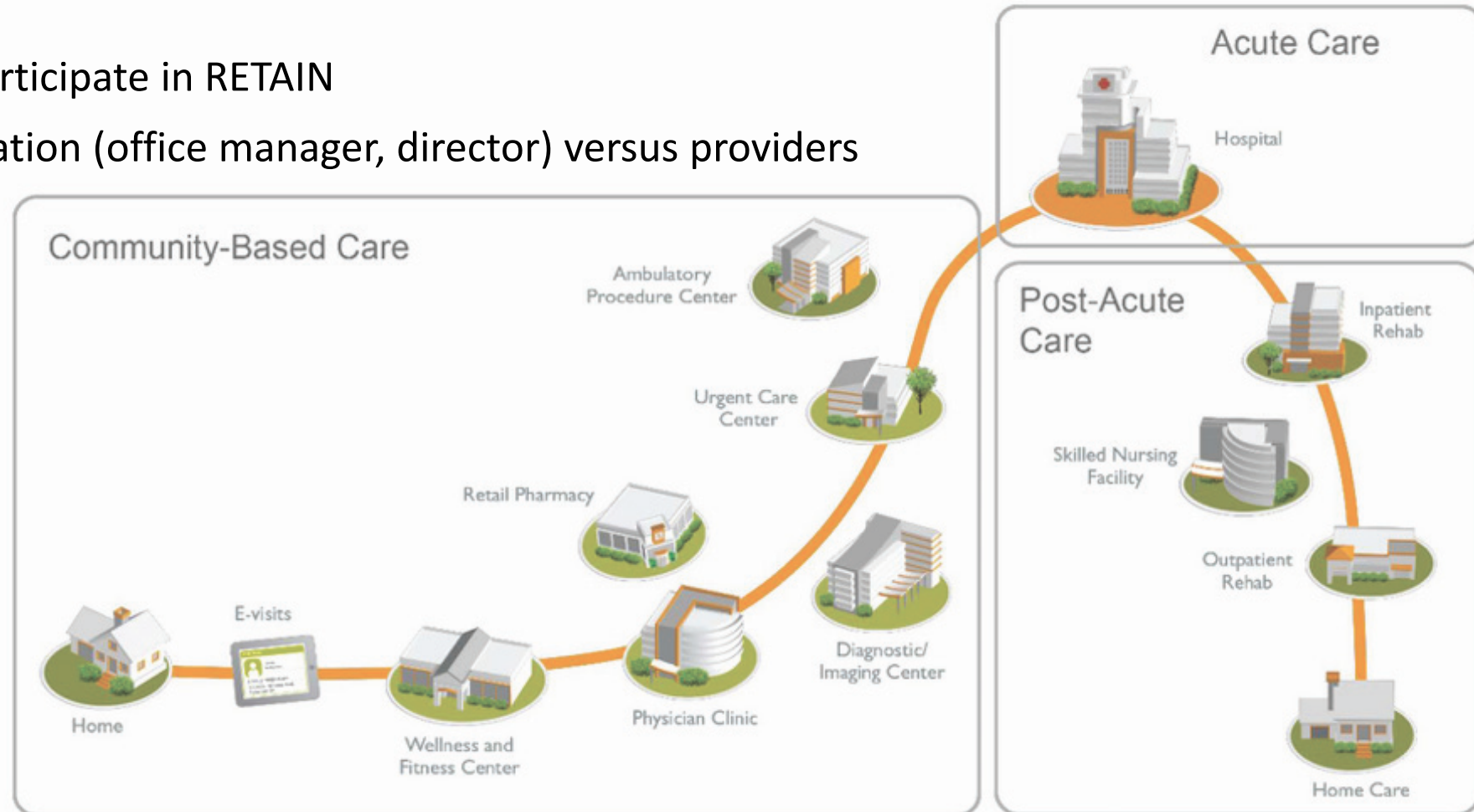
Provider Types

- Nurse Practitioners (NP)
- Physician Assistant
- Orthopedist
- Neurologist
- Physiatrist
- Primary Care Physician
- Orthopedist
- Occupational Medicine Specialist (OEM)



Potential factors to consider in provider engagement

- Different frequency of visits across provider types
- Scope of practice differences between states
- Average wait times for appointments
- Workflow
- Incentive for wanting to participate in RETAIN
- Connecting with administration (office manager, director) versus providers
- Other characteristics:
 - Practice size
 - Years of experience
 - Practice setting
 - Rural, urban, suburban



Break out room discussion

- What have been your most successful provider interactions? What have been your less successful interactions? What did you learn from each?
- What are your best strategies for engaging providers? How do you shift your strategies depending on the type of providers you are working with?
- What challenges and questions do you still have?



Share out

- Lessons learned
- Strategies
- Challenges
- Questions



Next steps

- Please complete your follow-up survey!
- Use the ROC to continue your discussions

Save the Date

RETAIN's 2nd Annual RETAIN Awardee Convening

September 21-22, 2022

Location: Virtual

Times: 12:00pm-4:30pm ET/11:00am-3:30pm CT

