

# RETAIN Return to Work Coordinators Community of Practice

## *Provider Engagement*

*August 20, 2024*



# RETAIN

Retaining Employment and Talent  
After Injury/Illness Network

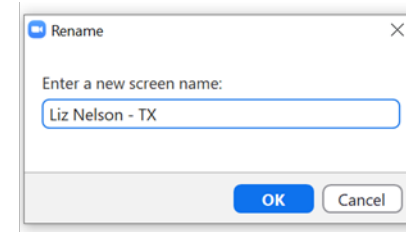
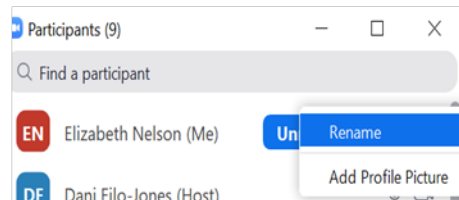
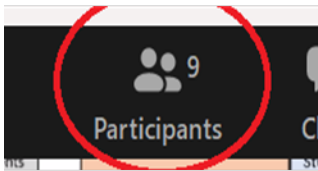


# Disclaimer

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.

# How to Participate Using Zoom

- Help with tech problems:
  - Use the chat box throughout the session to communicate your tech problems. If needed, raise your hand and we'll call on you.
  - You also can communicate by email at [RETAINTA@air.org](mailto:RETAINTA@air.org).
- Renaming yourself in Zoom
  - **To add your state abbreviation to your name**, find your name under “Participants,” click “More” beside your name, and select “Rename.”



- Other helpful Zoom features:
  - To access closed captioning, click on the CC feature at the bottom of the Zoom window.



# Session Three Goals

In this session, participants will learn from and support each other by:

- Understand how to support RETAIN participants in working with their health care providers
- Share strategies to improve collaboration with different types of providers
- Discuss common challenges and generate solutions related to engaging providers

## RTWC 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

# Agenda

- State Introductions
- Revisiting Provider Engagement
- Mapping Provider Engagement Pain Points
- Provider Engagement Strategies and Solutions
- Resources and Next Steps

Engaging in today's meeting:



# State Introductions



# State Introductions

1. Introduce yourself in the chat.
  - Name, organization, RETAIN role and how long you have been with your state's RETAIN team
2. One state representative unmute to share:
  - What does provider engagement mean to your state? (1-2 sentences)

## State Roll Call

- Kansas
- Kentucky
- Minnesota
- Ohio
- Vermont

# Revisiting Provider Engagement



# WHEN do you Engage Providers?

**Enrollment**

**Case Management**

**Discharge**

# WHO do you Engage?

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



# WHY are you Engaging Providers?



- Define the role of the provider in the RETAIN participant
- What role does the provider serve at the following points of the participant's journey in RETAIN: enrollment, case management, and discharge?
- Is there a disconnect between the why, and what is communicated to providers?

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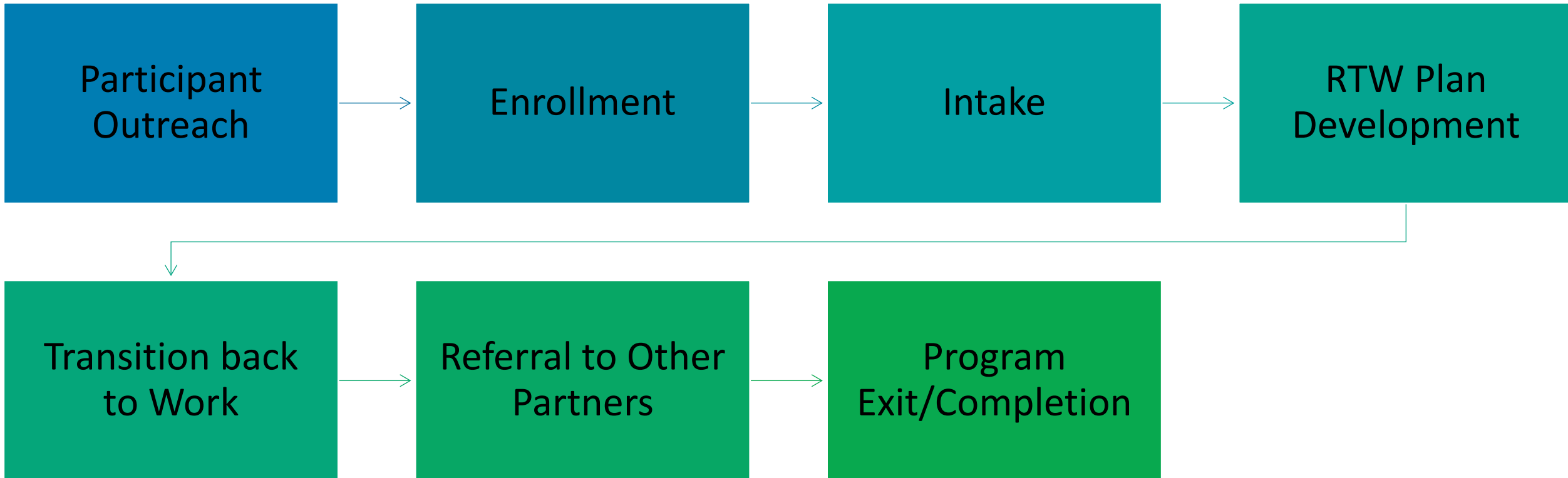
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# What factors to consider in addressing barriers?

- Frequency of RETAIN participants engagement with provider
- Scope of practice differences between states
- Average wait times for appointments
- Provider incentive for wanting to participate in RETAIN
- Connecting with administration (office manager, director) versus providers
- Other characteristics:
  - Practice size
  - Years of experience
  - Practice setting (e.g. hospital, stand-alone outpatient practice, etc.)
  - Rural, urban, suburban

# Mapping Provider Engagement Pain Points

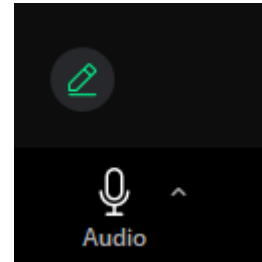
# RETAIN Participant Journey



# Zoom annotation tools

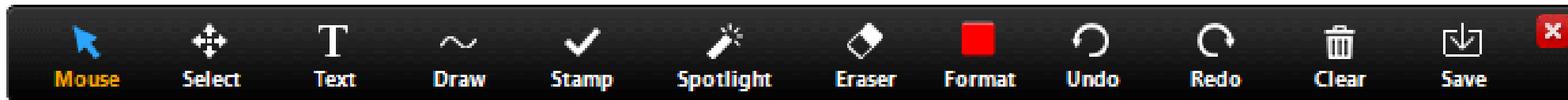
While viewing a shared screen or shared whiteboard, click

- **View**
- **Options**
- **Annotate** at the top.

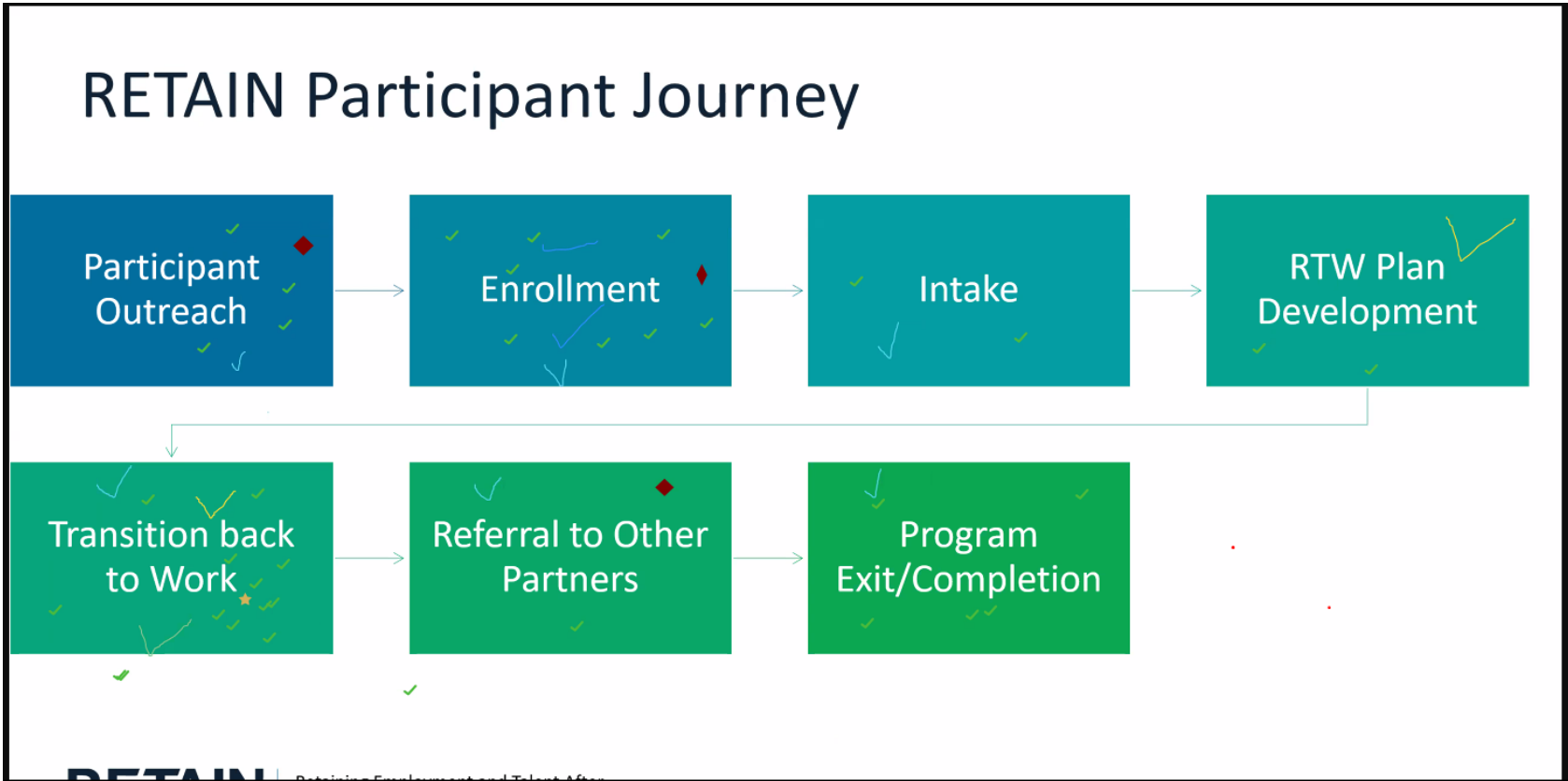


## Available annotation tools

You will see these annotation tools:



# Annotated version - RETAIN Participant Journey





# Analyzing Provider Engagement Pain Points

	Participant Journey Phase	What challenges occur here?	What strategies help (+) or hinder (-) progress with this challenge?
<i>Ex. Obtaining provider sign-off on RTW plan</i>	RTW Plan Development / Transition to Work	Long response time, providers have lower awareness of specific RTW plan terminology and accommodations	+Phone call followed by email or portal message documenting the discussion -Repeated email/portal messages

# State Provider Engagement Solutions

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# State Provider Engagement Challenges

1. One representative from each state will have 1-2 minutes to describe typical provider engagement challenge.
  - If you have questions for a state's challenge, add your questions to the chat
2. Unmute yourselves or add suggestions in the chat

## State Roll Call

- Kentucky
- Kansas
- Minnesota
- Vermont
- Ohio

# Resources & Next Steps

# RETAIN Online Community Resources

The screenshot shows the RETAINTA.org website interface. At the top, there is a navigation bar with the following items: RETAINTA.org, Home, About RETAIN TA, ROC Topic Pages (with a dropdown arrow), Calendar, Webcasts, Podcasts, and Live CoPs, and Peer-to-Peer Exchange. On the left side, there is a sidebar menu with a blue header 'Webcasts, Podcasts, and Live CoPs' and five items: Webcasts, Podcasts, Live CoPs, Home, and Calendar. The main content area features a large heading 'Webcasts, Podcasts, and Live CoPs' and a breadcrumb trail 'Home / Areas / Webcasts, Podcasts, and Live CoPs'. Below this, there is a large blue heading 'Webcasts, Podcasts, and Live CoPs'.

<https://retainta.org/>

# Upcoming Meetings

**Tuesday, October 15<sup>th</sup>**

*11-12 ET / 10-11 CT*

*Ongoing Participant Engagement & Supporting Resources*

Register for our next meeting: <https://air-org.zoom.us/meeting/register/tJ0udu6orTotE9YclGoqfNariZ6KkjGUE9Ac>

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