

Using Virtual Care to Improve RETAIN Program and Participant Outcomes



RETAIN

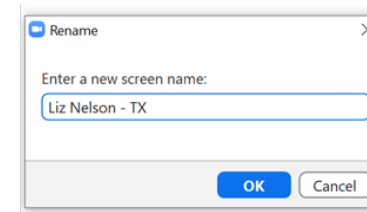
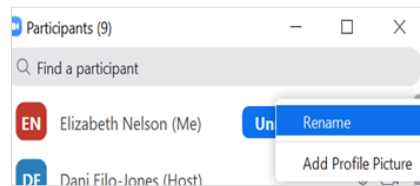
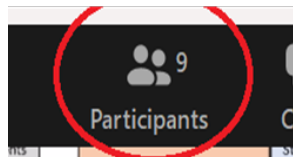
Retaining Employment and Talent
After Injury/Illness Network

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ODEP
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How to Participate

- Chat box and email:
 - Use the chat box throughout the session to make comments and communicate your tech problems. Raise your hand and we'll call on you. Lower your hand after you've been called on.
 - You also can communicate by email at RETAINTA@air.org.
- Other helpful Zoom features:
 - To access closed captioning, click on the CC feature at the bottom of the Zoom window.
 - To add your state abbreviation to your name, find your name under "Participants," click "More" beside your name, and select "Rename."



Disclaimer

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About RETAIN

- RETAIN: Retaining Employment and Talent After Injury/Illness Network
 - Joint initiative led by DOL and ODEP
 - Funded by ODEP, DOL's Employment and Training Administration, and the Social Security Administration
- RETAIN technical assistance (TA) is funded by ODEP and housed at the American Institutes for Research (AIR)
- The RETAIN Initiative:
 - Focuses on building state capacity in stay-at-work (SAW)/return-to-work (RTW) strategies across five states
 - Explores ways to help people who become ill or injured during their working years remain in the labor force

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Today's Presenter



Dr. Elena Soles, PT, DPT, CAFS
Researcher, American Institutes for Research

Objectives



- Understand the comparative advantages of virtual care
- Examine the benefits of virtual care from an evolving and complex framework of pain
- Recognize virtual care challenges and potential strategies for mitigation
- Translate best practices in care to best practices in a virtual setting

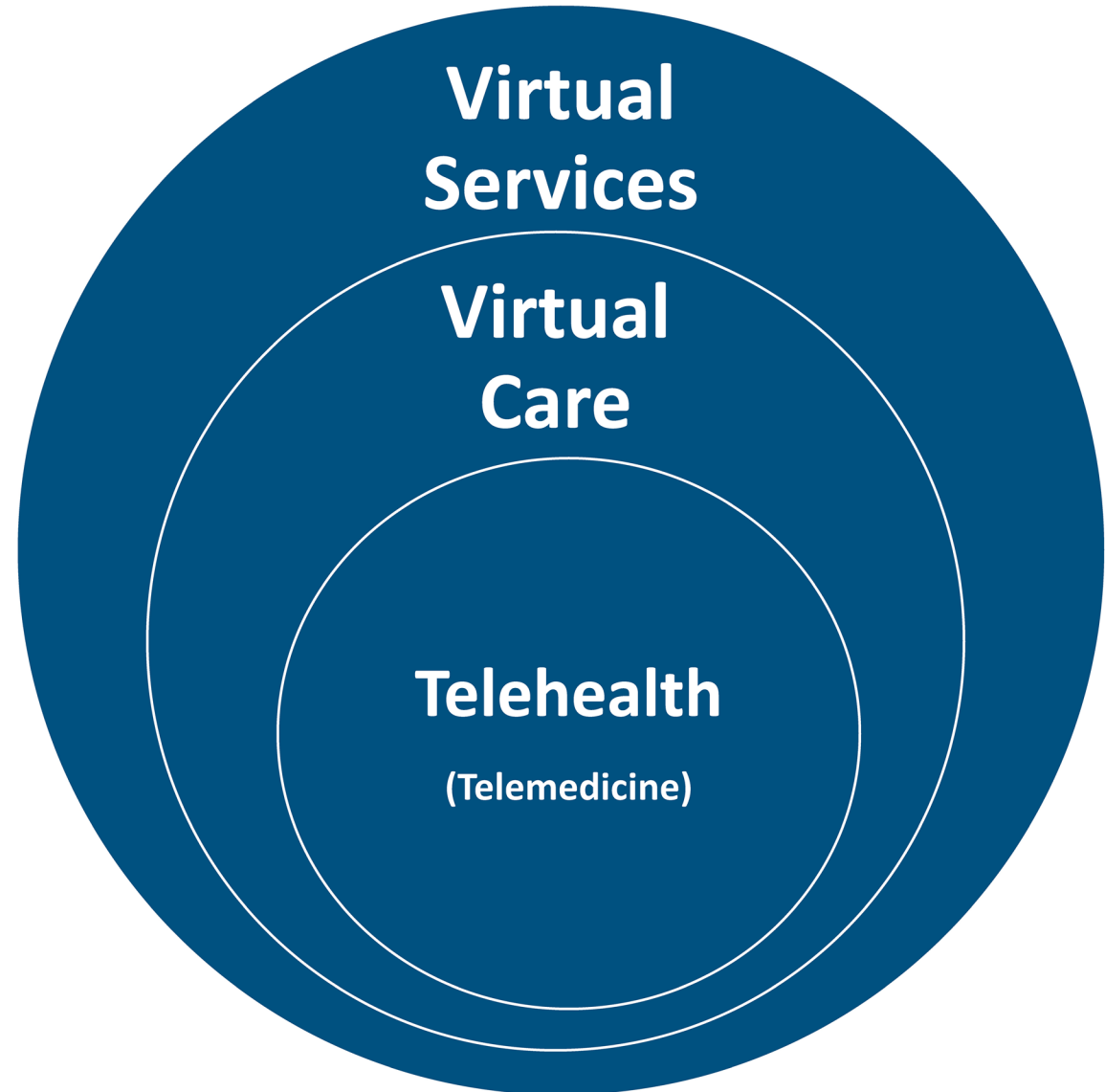
Let's Get on the Same Page ...

- “Never say never, never say always”
- Across specialties, we share more than we differ
- Shorthand disclaimer
- This can't cover it all!



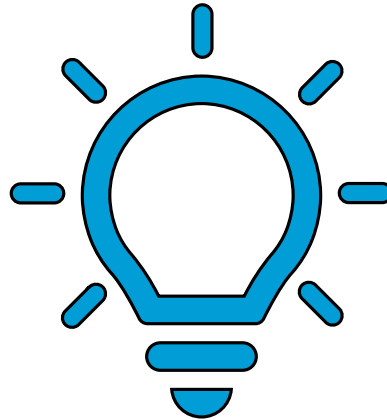
Background

- Nearly all health care providers perform virtual care
- It's (likely) here to stay!



Necessity is the Mother of Invention

**Required change in
treatment delivery
platform**



**Unintended but
successful
outcomes**

**Are there comparative
advantages to virtual care?**

Who Are You?



Benefits

- Virtual care can improve access by reducing barriers associated with:
 - Geography
 - Flexibility (childcare, caregiver, etc.) and transportation
 - Social
 - Accommodations for injury/illness
- Flexible care environment supports an individualized care approach
 - Autonomy is associated with cultural competence and treatment outcomes
- **How** you implement virtual care is at the core of **any** benefit

Access: Diversity, Equity, Inclusion

- Offering services to groups disproportionately underserved and underrepresented in health care
- Facilitating racial and gender concordance in provider selection
- “White Coat Syndrome” implications
- Cultural competence with virtual care delivered in a home setting
- Individual autonomy in treatment decisions

Access: Accommodations

- In-person treatment and evaluation may place undue burden on some individuals living with disability, injury, or illness
- Must be appropriately matched to an individual with an eye on accessibility and inclusivity
- Emphasize assistive technology and other individualized accommodations



Virtual Care and Clinician Burnout: A Silver Lining

Clinicians in some settings **reported higher job satisfaction** with virtual or hybrid environments



Virtual care may help us do more **with what we have**

Beyond Accessibility: Virtual Care and the Biopsychosocial Model of Pain

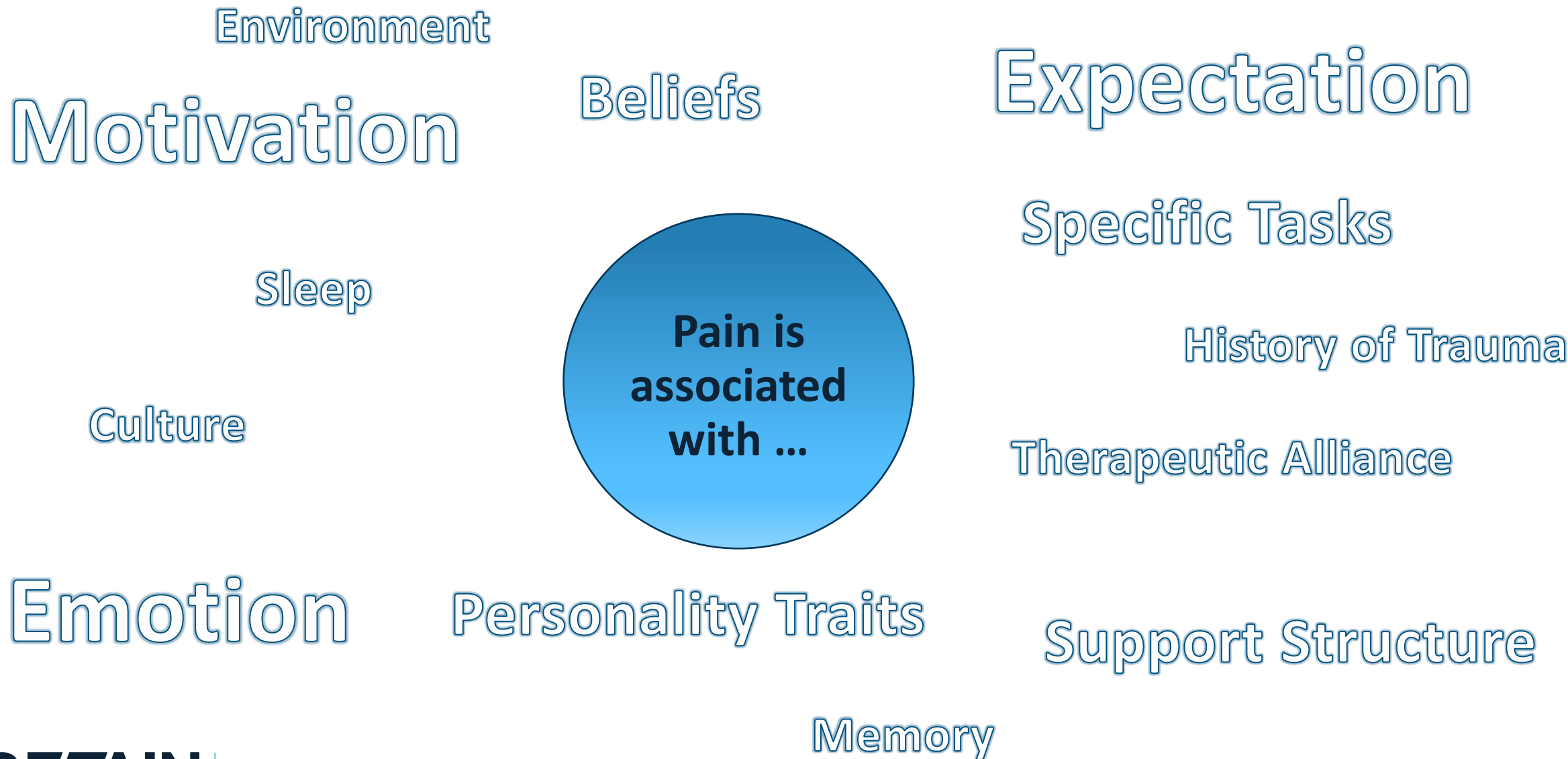
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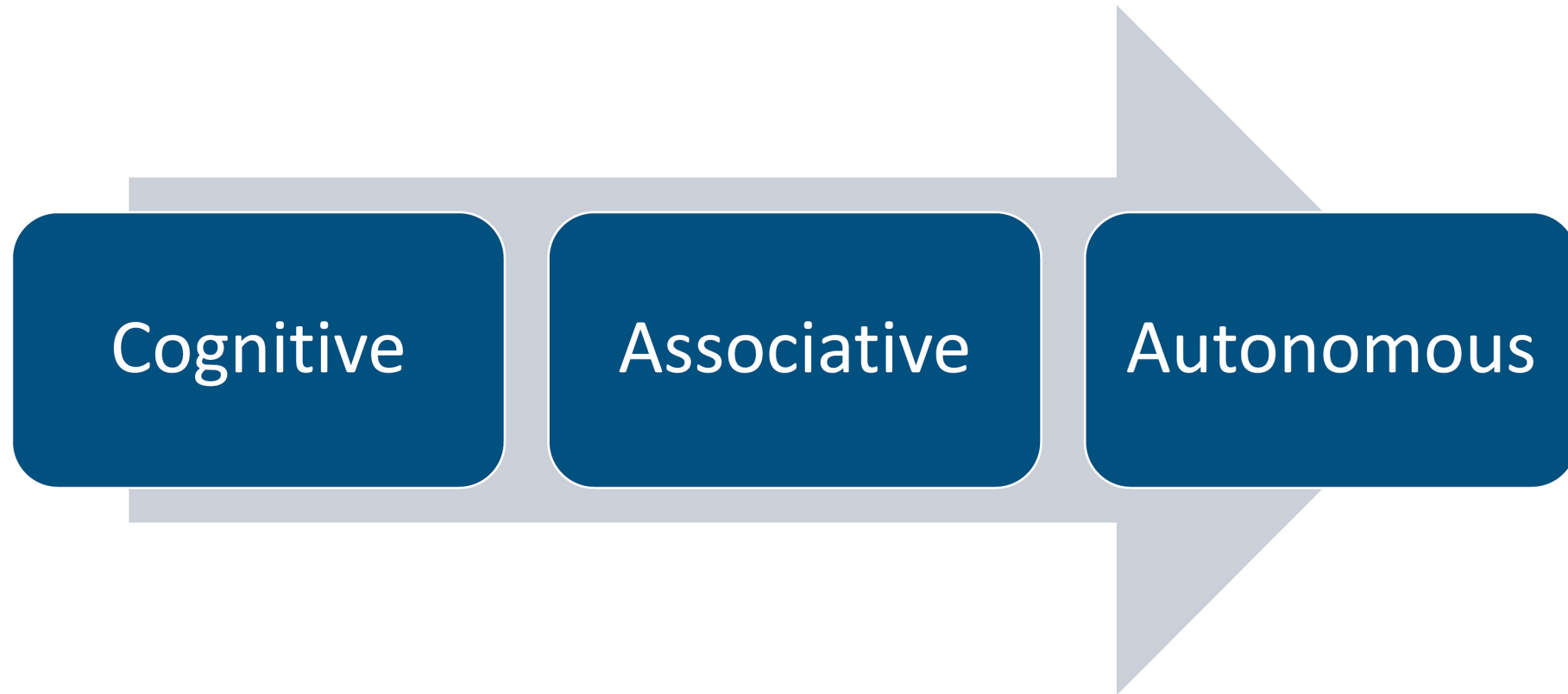
A Game of Telephone

- Evolving understanding of how exactly pain occurs
- Ascending AND descending pathways
 - Attention, beliefs, and unconscious processes alter pain signals
- Take-away? It isn't *always* about the foot





The Stages of Learning: How can Virtual Care Help?



The Impact of Environment: The Doorway Effect

- “Encoding specificity principle”: learning is context dependent
- Pain = environment specific
- Pain = task specific
- Virtual care may be a powerful tool to improve learning and impact psychosocial components of chronic pain

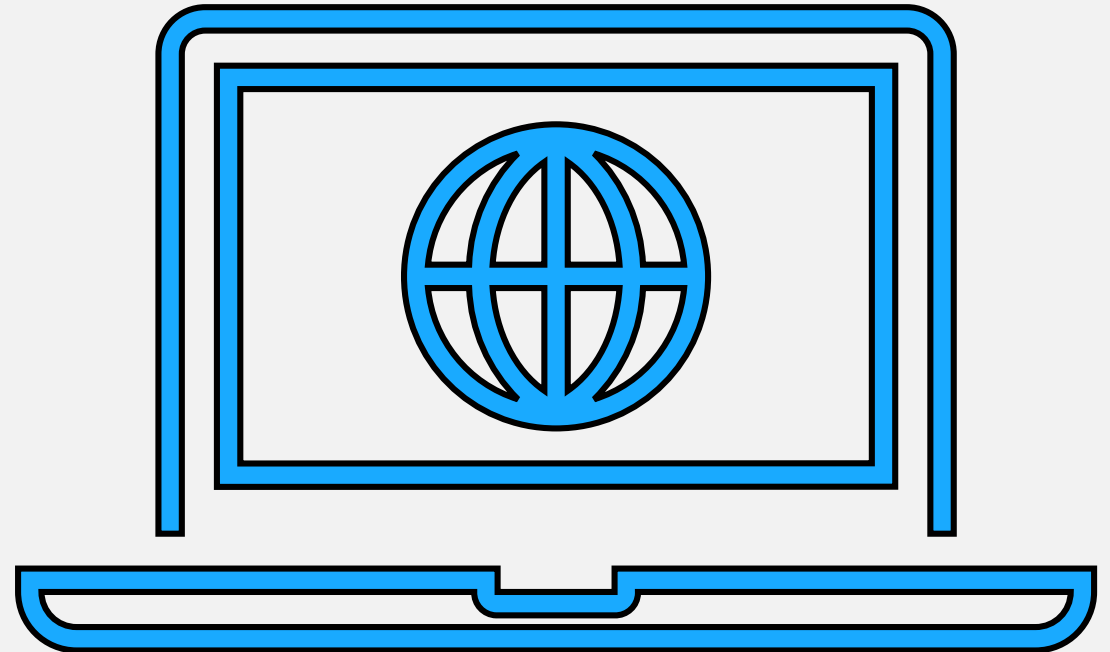


“Teach a Man to Fish”

- Evaluation with virtual care
 - Teach individuals how to self test and monitor
 - Engage family members in identifying signs and symptoms
- Treatment with virtual care
 - Create sustainable treatment by creatively using home environment



What creative ways
have you approached
virtual care or seen it
in action?



Challenges and Strategies to Optimize Virtual Care

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Challenges and Barriers

- Accessibility for individuals with visual or hearing impairments
- Technology gaps: broadband access, technological literacy, equipment requirements
- Cultural competency and language barriers
- Telehealth insurance coverage
- Inappropriate treatment or evaluation substitute
- Provider technological inexperience or treatment style
- What else?

Overcoming Barriers/Optimizing Virtual Care

Provide supportive resources prior to session

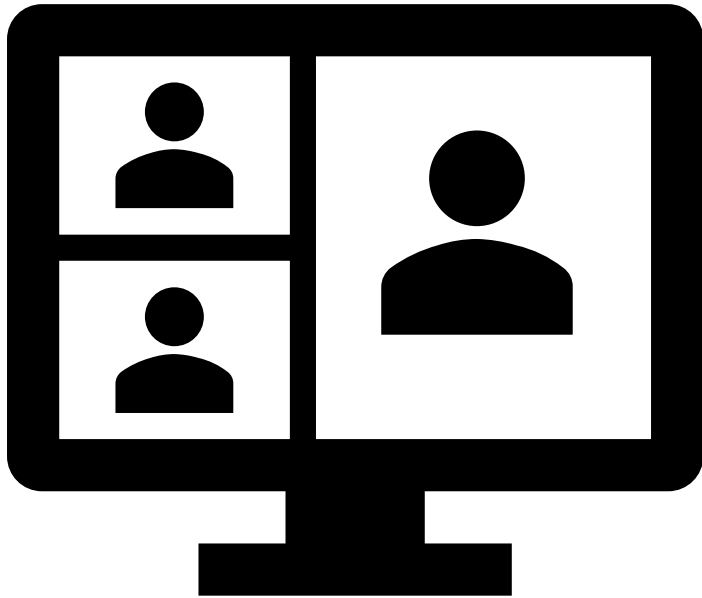
Troubleshooting technology

Build a therapeutic alliance

Person-centered care and equity

Skilling up self, colleagues, providers, facility, etc.

Identifying the “Right” Person for Virtual Care



- Individuals challenged with access to health services
- Special considerations:
 - Subjective signs/pain behaviors
 - Challenges with adherence to treatment
 - Treatment plateaus
- Provide education to overcome gaps in understanding
- Identifying red flags for virtual care
- Considering “hybrid” treatment models: it isn’t all or nothing

Don't Hide the Ball with Virtual Care

- Share this option and provide patient education on potential benefits
- Research which providers offer these resources and consider this when connecting participants to providers
- Above all: Don't assume, educate!
 - Patients do not always know that virtual care is an option, or how it works
 - Autonomy: Provide the information for informed decisions on method of delivery

Wrapping Up

Key Takeaways

- We could improve accessibility to care through increasing the scope of virtual care
- Virtual care may enhance our ability to improve outcomes based on a biopsychosocial understanding of pain
- The success on virtual care depends on **how you do it** and **who you do it** for
- We can improve our virtual care effectiveness through skilling up providers and improving education and support for patients

Resources for Physicians and Patients

- American College of Physicians telehealth provider resources: <https://www.acponline.org/practice-resources/business-resources/telehealth>
- Patient and provider resources: <https://www.telehealth.hhs.gov/>
- Expanding access: <https://telehealth.hhs.gov/providers/health-equity-in-telehealth/improving-access-to-telehealth/#telehealth-for-people-with-disabilities>
- Practice guidelines, implementation guides, training resources: <https://www.ama-assn.org/practice-management/digital/ama-telehealth-quick-guide>
- Clinic resources, patient resources, and ADA recommendations: <http://neurowiki2014.wikidot.com/group:pain>

Resources: RETAIN Online Community

- Master Resource Library > Virtual Service Delivery Resources
 - Best Practices for Virtual Learning
 - Creating a Positive Virtual Experience for Your RETAIN Participants
 - Using Technology to Support RETAIN Program Implementation
 - Virtual Service Delivery Definitions for Use in RETAIN TA
- Webcasts, Podcasts, and Live CoPs
 - Health Equity Tips for Developing Inclusive Communication
 - Shifting from Pain to Function

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Q&A

Additional questions or feedback?
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