# **SLIDE 1:** Welcome to the RETAIN Kentucky Health Care Provider Training. RETAIN Kentucky aims to support employees to retain employment and talent after a non-work-related illness and/or injury.

**SLIDE 2:** This brief presentation will first tell you what the “Kentucky Retaining Employment and Talent after Injury/Illness Network.” is We will also show you ways that you can support your patients to access RETAIN solutions, such as referral, case management, and support options. Last, we will discuss ways that RETAIN can benefit you and your patients. For example, you may see improved patient experience with your care, patients may have enhanced health outcomes, and patients may benefit from better employment outcomes.

**SLIDE 3:** RETAIN KY is one of the only states that is looking to help employees who experience “Off-the-Job Injuries & Illnesses. We see millions of American workers leaving the workforce annually after experiencing an injury or illness. In fact, non-occupational injuries and illnesses are eight times more common than those that occur on-the-job. This results in hundreds of thousands of workers receiving state or federal disability benefits, which often negatively impacts workers, employers, and communities.

**SLIDE 4:** The State of Kentucky is leading an innovative, multi-systems program for supporting workers through a $2.5 million award from the United States Department of Labor. This 18 month early intervention program began in 2018 with three primary strategies that include: assistive technology, peer supports, and universal design and training.

**SLIDE 5:** RETAIN KY is part of a network of RETAIN Demonstration Project Initiatives funded by the U.S. Department of Labor, in collaboration with the Employment and Training Administration, and the Social Security Administration . Through RETAIN, eight state teams are implementing and evaluating early intervention strategies designed to help injured or ill employees return to their jobs. Both the Kentucky Department of Workforce Investment and the University of Kentucky Human Development Institute are leading Kentucky’s efforts.

The primary aim across all of the RETAIN projects is to increase employment retention and labor force participation of individuals who acquire, and/or are at risk of developing, disabilities; and reduce long-term work disability among project participants, including the need for Social Security Disability Insurance and Supplemental Security Income.

**SLIDE 6:** RETAIN KY added a unique focus by including employees in the health care sector, along with other sectors such as automotive and manufacturing. RETAIN supports employees to stay in the labor force through early health care and employment supports. Health care sector is the highest growth sector with an expected growth by 2024 of 28.5% among Healthcare Practitioners and Technical Occupation and 28.7% Growth of Healthcare Support Occupations. Focus on workers experiencing non-work-related injury or illness as they do not receive coordinated services that workers receive through workers compensation system. RETAIN KY is the missing link for supporting Kentucky workers with off the job injuries or illnesses.

**SLIDE 7:** Health Care Providers are critical gatekeepers to supporting people to Stay-at-Work or Return-to-Work. RETAIN KY provides strategies to balance health and work priorities, along with resources to navigate the maze of health and vocational services.

**SLIDE 8:** Data show that with modest assistance, more than 120,000 employees could have returned to work, but did not.

**SLIDE 9:** How do your patients benefit from staying on the job? A LOT! First, Better Health Outcomes. Research shows that most people are better off working with improved quality of life, enhanced physical conditioning and mental health and alertness with less relapse or re-injury, and improved patient satisfaction. Second, Economic Outcomes are improved by eliminating financial distress that occurs through long term unemployment, avoiding unplanned expenses, and maintaining family roles.

**SLIDE 10:** RETAIN KY benefits your patient’s overall care as we help him or her to maintain job skills for a speedy recovery, keep daily routine and social connections, and reduce the impact on a person’s family and reduce the likelihood of developing secondary conditions that can delay or complicate your patient’s condition.

**SLIDE 11:** RETAIN KY is critical as work disruptions impacts your patient’s lives through transportation issues, food security issues, and child-care issues.

**SLIDE 12:** By rethinking occupational health best practices for your patient’s health care, we can help you and your patient by providing coordinated services and supports for early return-to-work or stay-at-work, job site analysis and assistive technology, peer mentoring and advocacy.

**SLIDE 13:** We use evidence-based and evidence-informed practices to coordinate health and employment-related stay-at-work and early return-to-work services. For example, we provide services and training related to Universal Design, Assistive Technology, Peer-to-Peer Support, and Resource Identification.

**SLIDE 14:** Who is eligible? Patients who have an Injury or Illness that has occurred off the job. This includes people who are currently working, but are at risk of not staying at work **OR** people who have been employed within the last 12 months. Patient’s employer must be located in one of the following counties: Jefferson, Bullitt, Henry, Oldham, Shelby, Spencer, Trimble. People may **NOT** have applied for or be receiving federal disability benefits.

**SLIDE 15:** How can RETAIN KY Team supports **YOU**! We provide training in best practice, new options for your patients, and we supplement your efforts to save you time.

With an easy referral process, our Return-to-Work Coordinators engage and connect workers through responsive, personalized contact within two days of referral. We will work with workers to coordinate and navigate resources. For example, support in navigating health care, job accommodations, retraining, rehabilitation services to promote early return-to-work or stay-at-work.

**SLIDE 16:** Return-to-Work Coordinators provide three areas of support. First, **assessment** related to return to work / stay at work needs. Second, **Care Coordination** includes resource referral and navigation with physician, physical therapy, occupational therapy, mental health services, community services to support basic needs, vocational counseling, and/or assistive technology. **Case Management** to support employee’s holistic, individualized needs, foster self-management for health care and vocational decision-making, such as, problem solving, goal setting, organizing resources, and provide referrals, job counseling, peer support, assistive technology evaluation.

**SLIDE 17:** How can you refer patients? First, health care providers share RETAIN information with patients (RETAIN KY Referral Form can be downloaded at www.kyretain.org). Second, patient signs release form and health care provider can refer patient directly. Or, patient can self-refer by calling the RTWCs 844-804-8725 or emailing Referral@kyretain.org.

**SLIDE 18:** RETAIN KY is a research project that includes an enhanced treatment and control group. For patients that enroll they will either receive usual care with resources or enhanced individualized treatment services. For patients in the enhanced care, Return-to-Work Coordinators will assesses needs and develops Return to Work Plan. Various paths for patients include 1) Return to Work – Same job / same employer, 2) Return to Work – Different job / same employer, 3) Return to Work – Same job / different employer, or 4) Return to Work – Different job / different employer. RETAIN will provide connections to long-term supports, as needed

**SLIDE 19:** RETAIN KY impacts Treatment Plans by emphasizing return to work as soon as medically possible. We also can increase understanding of job tasks and enable connections to expertise to address symptoms ratings around specific changes in function that are related to potential job loss. For example, anxiety, legal problems, substance abuse, sleep disturbance, worrying, ritualistic behavior, hopelessness, loss of pleasure, withdrawn, mood swings, helplessness, aggression, low self-esteem, guilt, depression, low motivation.

**SLIDE 20:** With early intervention the RETAIN KY Trajectory incorporates the following Community Services, Employer Engagement, Follow Along Support, Peer Support, Assistive Technology, Job Analysis, Case Management, and Referral to promote return to work versus leaving the workforce.

**SLIDE 21:** This is Phase 1 of RETAIN KY. We aim to demonstrate what we know are best practices in occupational health. We are learning as we go and will refine our processes through continuous quality improvement to make this process better, more flexible, and easier for you and your patients! Your FEEDBACK MATTERS!

We will disseminate information that we learn as we scale up for Phase 2, which we hope to start in 2020. We will provide RETAIN KY supports and resources throughout the health care and other sectors across the state of Kentucky to maximize REACH!

**SLIDE 22:** RETAIN KY can make a REAL DIFFERENCE with your support! This Could be YOU! Any one of us can experience an injury or illness at anytime making it challenging to stay at work or return to work. Having a systematic, evidence-based and evidence-informed support and resources is essential to help people navigate a complex maze of health care and job-related options at a time when they are struggling with their health care needs. RETAIN KY gives us a powerful set of tools to keep people employed, productive, contributing, and included.

We want to keep ALL Kentuckians CONNECTED!

**SLIDE 23:** The RETAIN KY Collaborative includes a variety of partners. University of Louisville Physical Medicine and Rehabilitation Program, Hospital and Physicians Group, CHI St. Joseph Health System, Coalition for Workforce Diversity, Kentucky Cabinet for Health and Family Services, Kentucky Department for Public Health, Kentucky Department for Workers Claims, Kentucky Disability Determination Services, Kentucky Hospital Association, Kentucky Office of Vocational Rehabilitation, Council of State Governments, Kentuckiana Workforce Development Board, University of Kentucky Human Development Institute, University of Illinois at Chicago

**SLIDE 24:** Thank you from the RETAIN KY TEAM! Contact us with questions at Email: Beth.Potter@uky.edu or Website: kyretain.org.