

RETAIN CALIFORNIA

Retaining
Employment
and Talent After
Injury/Illness
Network

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California RETAIN

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About California RETAIN

- The Retaining Employment and Talent after Injury/Illness Network (RETAIN) is a program focused on an important dimension of disability employment: Stay-at-Work/Return-to-Work (SAW/RTW) strategies.
- Funded by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) in partnership with the Employment and Training Administration and Social Security Administration
- Eight states were awarded pilot funds in late 2018. Currently developing a proposal to fund a larger 42 month Phase 2 project. Up to five states will be awarded up to \$20.6 million each for Phase 2. EDD is the only entity in California that is eligible to apply for RETAIN funds.

Primary Goals of RETAIN

The primary goals of the RETAIN Demonstration Research Projects are:

- To increase employment retention and labor force participation of individuals who acquire, and/or are at risk of developing disabilities that inhibit their ability to work; and
- To reduce long-term work absences among project participants as well as the extended need for government benefits programs.
- To conduct rigorous control group evaluation research to determine the efficacy of the approaches used in the project.

The Asks Upfront...

1. Invite CHSWC to be a core partner in California RETAIN Phase 2 to develop and evaluate new approaches for stay-at-work and return-to-work, employer education and health care provider education.
2. Ask CHSWC to endorse and/or partner with California RETAIN for a control group study that would allow a better comparison of enhanced RETAIN services against the existing system.
3. Ask CHSWC to endorse and/or partner with California RETAIN on third level study to change health provider incentives as a way to promote better stay-at-work and return-to-work practices. This study can be tailored to SB537 efforts and advances an ACOEM insurance coding initiative.

Ask 1: Partner with California RETAIN

Invite CHSWC to be a core partner in California RETAIN Phase 2 to develop and evaluate new approaches for stay-at-work and return-to-work, employer education and health care provider education.

- Creates new partnerships between the Worker's Compensation System, Temporary Disability Programs and the Public Workforce Development System.
- New approaches with employer education that focus on a wider array of stay-at-work and return-to-work topics
- New approaches for health care provider education that emphasize the linkages and supports of the public workforce development system

California RETAIN: Current Partners

- Concentra Health Care (47 locations in Phase 2)
- Sacramento Occupational Medicine Clinic
- Local Workforce Development Areas
 - San Diego Workforce Partnership and Sacramento Employment and Training Agency
 - Additional Workforce Areas are being invited in the Inland Empire, East Bay and Northern San Joaquin Valley.
- Interwork Institute at San Diego State University
- California Employment Development Department
- California Employers Association

Service Delivery Approaches – Resource Navigators

- Resource Navigators are based through the Public Workforce System and collocated (where feasible) in health care systems.
- Help an injured or ill worker understand what to expect from the healthcare system and other parties involved in their recovery process
- Help develop and implement a plan to support the employee in staying at work or returning to work including workplace accommodations, temporary or permanent job modifications, and more.
- Facilitating early communication between a participant's doctor and employer
- Assistance navigating the maze of medical treatment, recuperation, and return-to-work processes

Service Delivery Approaches

Stay-at-Work Services:

- Services intended to keep an employee attached to her/his current job with accommodations and adjustments as needed—often a “very light touch” with just information and guidance as requested.

Return-to-Work Services

- Services intended to help employees who are not likely to return to their existing job due to their injury or illness.
- Connection to Title 1 Services and Title 4 Services.
- Counseling on effective use of SJDB Vouchers.

Service Delivery Approaches

Employer Outreach and Education:

- More holistic approach that combine the stay-at-work and return-to-work issues and concerns for workers compensation and temporary disability due to injury and illness.

Health Provider Education:

- Education resources intended to help doctors and other health care providers to better understand the impact of their medical decisions on employment as well as services offered through public workforce development system.

Participant Inclusion Criteria

- To meet enrollment criteria participants must:
 - Have a substantive injury or illness that has the potential to lead to a significant separation in labor force participation.
 - Entered into medical services within 12 weeks of enrollment into the RETAIN Project. The date of onset of primary injury/illness should be the date on which the worsening occurred rather than the date in which the pre-existing condition began.
 - Eligible for Public Workforce Services

Core Evaluation Design – Clinic Clusters

Clinics are randomly assigned as being either the Intensive Services or the Basic Services.

Intensive Services Clinics: Offer for full engagement by Resource Navigators including active referral into WIOA Title I Services as needed. Resource Navigators provide active feedback and case management services as needed with health care provider. Resource Navigators help communication between employer and health care provider.

Basic Services Clinics: Participants are given access to information about programs and services that they may access. Emphasis is on participant self-service and self direction.

Ask 2: Control Group Study

Asking CHSWC to endorse and/or partner with California RETAIN for a control group study that would allow a better comparison of enhanced RETAIN services in Core Clinics against the existing system.

- Use workers compensation data to identify (retrospectively) individuals in the treatment and comparison groups.
- Identifying individuals in the worker's compensation data who visited participating clinics with specific diagnosis codes.
- Need to include a way to match base wage data in the control group since continued employment is a core outcome measure

Ask 3: Changing Doctor Incentives Study

Asking CHSWC to endorse and/or partner with California RETAIN on third level study to change health provider incentives as a way to promote better stay-at-work and return-to-work practices.

- One way to change doctor behaviors is to change payment incentives.
- This study can be tailored to SB537 efforts aimed at comparing potential payment alternatives for providers to the official medical fee schedule, including, but not limited to, capitation, bundled payments, quality incentives, and value-based payment systems as well as test an alternative payment pilot program.

ACOEM Coding Project

1. Link to the ACOEM CODING Project

- American College of Occupational and Environmental Medicine
- Coding scheme already developed. Test portions relevant to RETAIN
- Codes reward SAW/RTW Services more than current system

2. Side-by-side coding using CPT and ACOEM criteria

- CPT criteria use a Medical Model: Symptoms—Diagnosis/Treat
- ACOEM criteria use a Function-Orientation Model: Function—Assess/Promote
- Require training billing/ AP clerks on new system
- Development of prototype software to aid coding