

# WHY NURSE CASE MANAGERS?



Presented by  
**SOUTHERN REHABILITATION NETWORK, INC.**

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Karen Smith, BSN, RN, COHN-S



Case Management  
Expires 09/01/2023

# Speaker Qualifications

## **Karen Smith, BSN, RN, COHN-S**

- Director of Education
- Certified in Occupational Health since 1997
- Hospital Employee Health Nurse
- NC Industrial Commission Nurse Consultant
- Liberty Mutual Field Case Manager
- Public Health Nurse
- Medical/Surgical Nursing

# Learning Objectives

- Define and discuss briefly the principles of case management and rehabilitation.
- Explore the benefits of medical case management in the Workers' Compensation forum.
- Identify medical case management (rehabilitation) activities that impact effective claims management in the Workers' Compensation forum.



# What is Case Management?

...a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote patient safety, quality of care, and cost-effective outcomes.

**NATIONAL**  
**CASE MANAGEMENT WEEK**  
**October 10-16, 2021**

Navigating the  
journey to  
**health**



# What is Rehabilitation?

The restoration of an ill or injured person to optimal functional level in the home and community in relation to physical, psychosocial, vocational and recreational activity

9<sup>TH</sup> Annual NC Workers' Compensation Educational Conference, 2004

A set of interventions designed to optimize functioning and reduce disability in individuals with health conditions in interaction with their environment

World Health Organization

# Case Management in the Workers' Compensation Forum

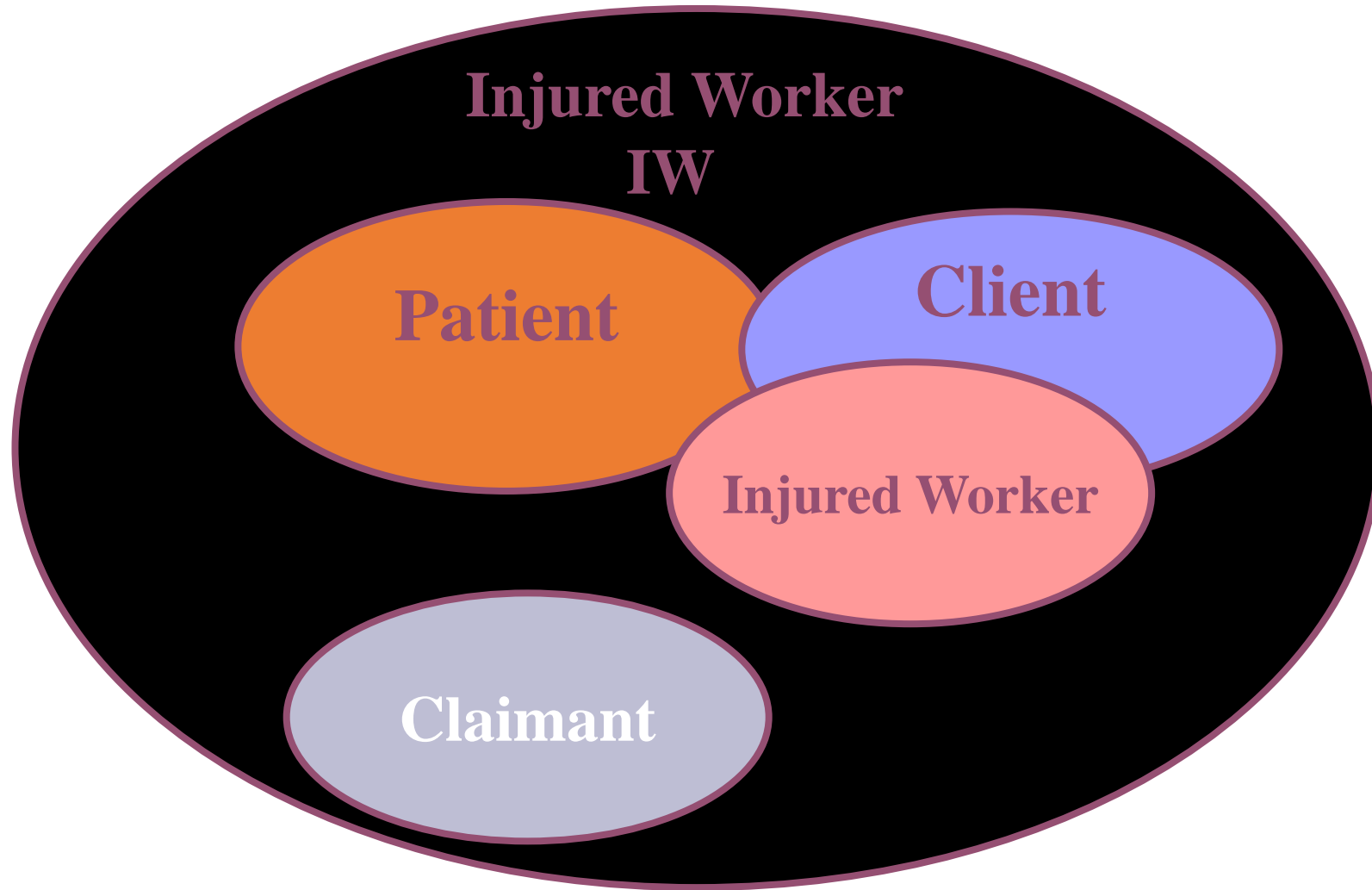
- Case managers (CM) = Rehabilitation Professionals (RP).
- RPs may be medical or vocational.
- Insurance carriers assign RPs to specific cases.
- In SC, the rehab activity is regulated in the South Carolina Code of Regulations § 67-1307 *Rehabilitation Professionals*.

# Terminology and Titles for the Rehabilitation Professionals of Today

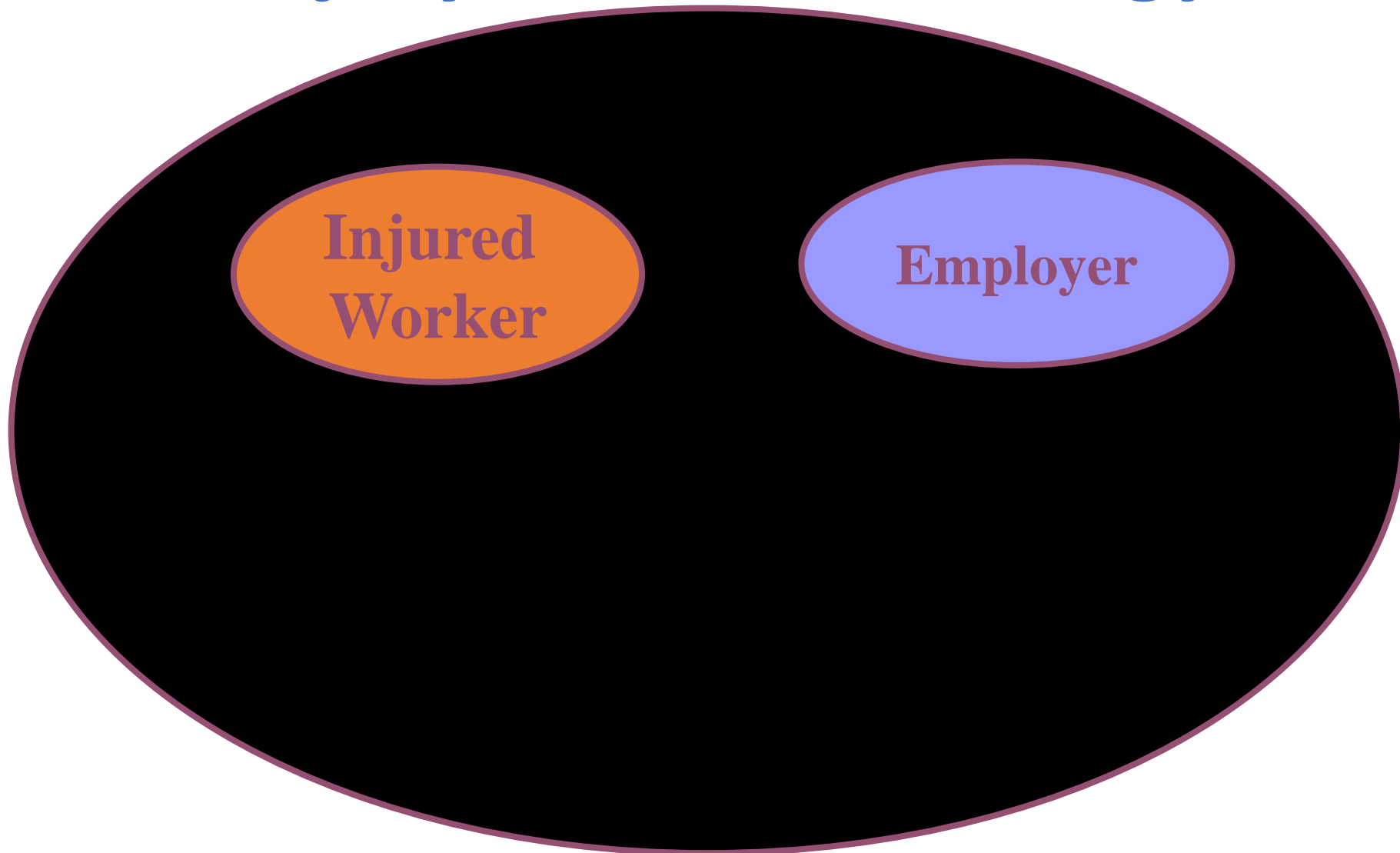




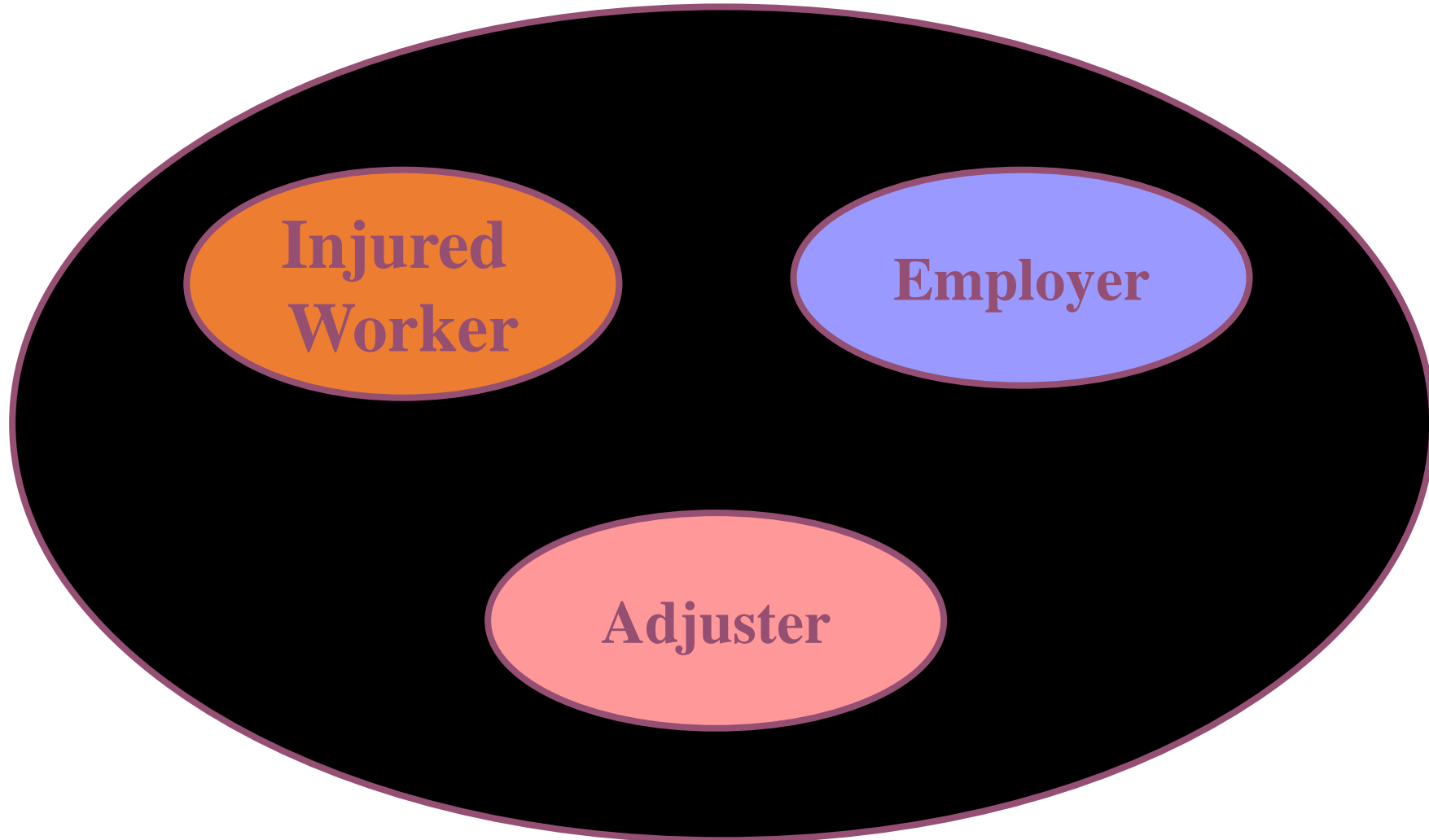
# Terminology for the Injured Worker



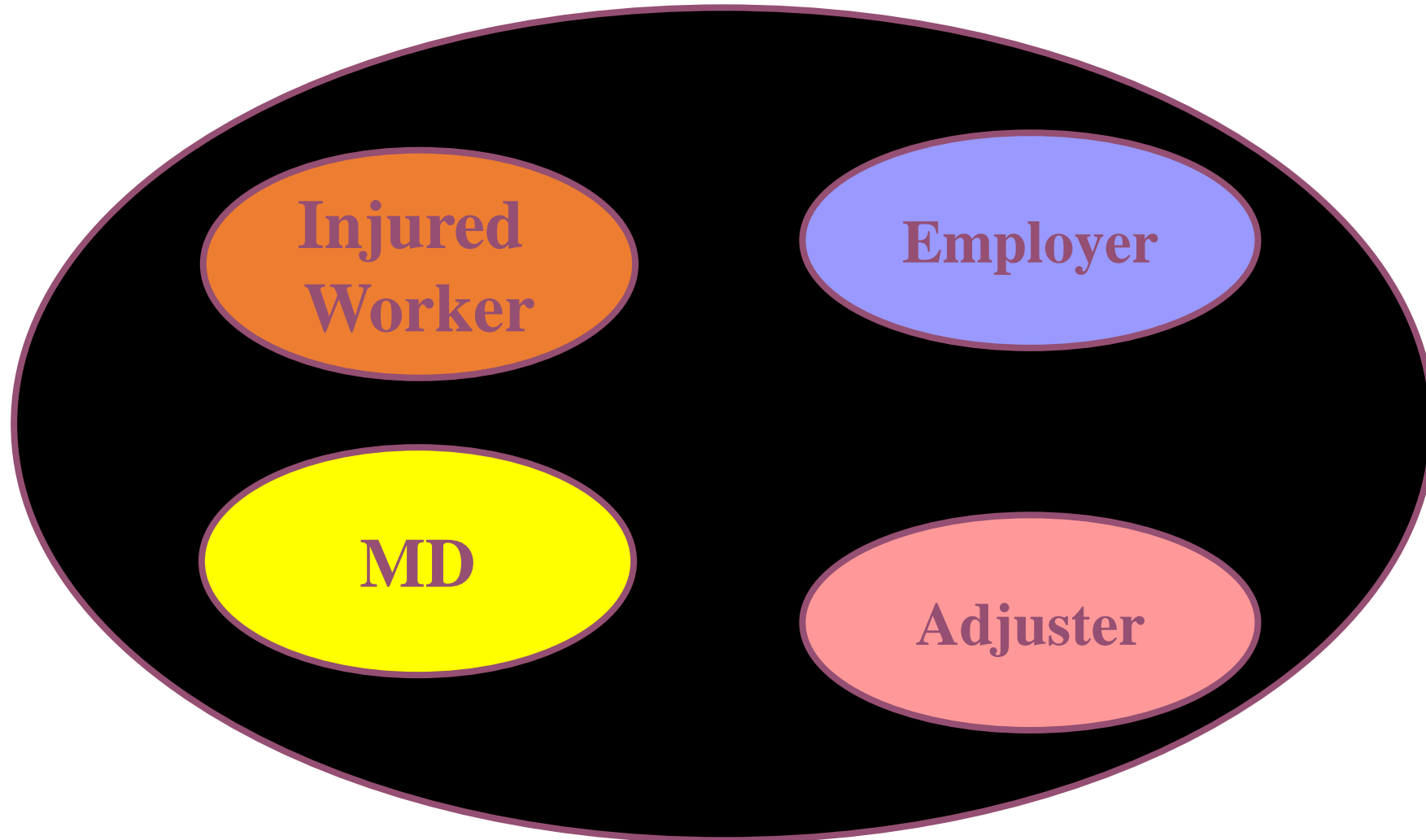
# Injury Case Terminology



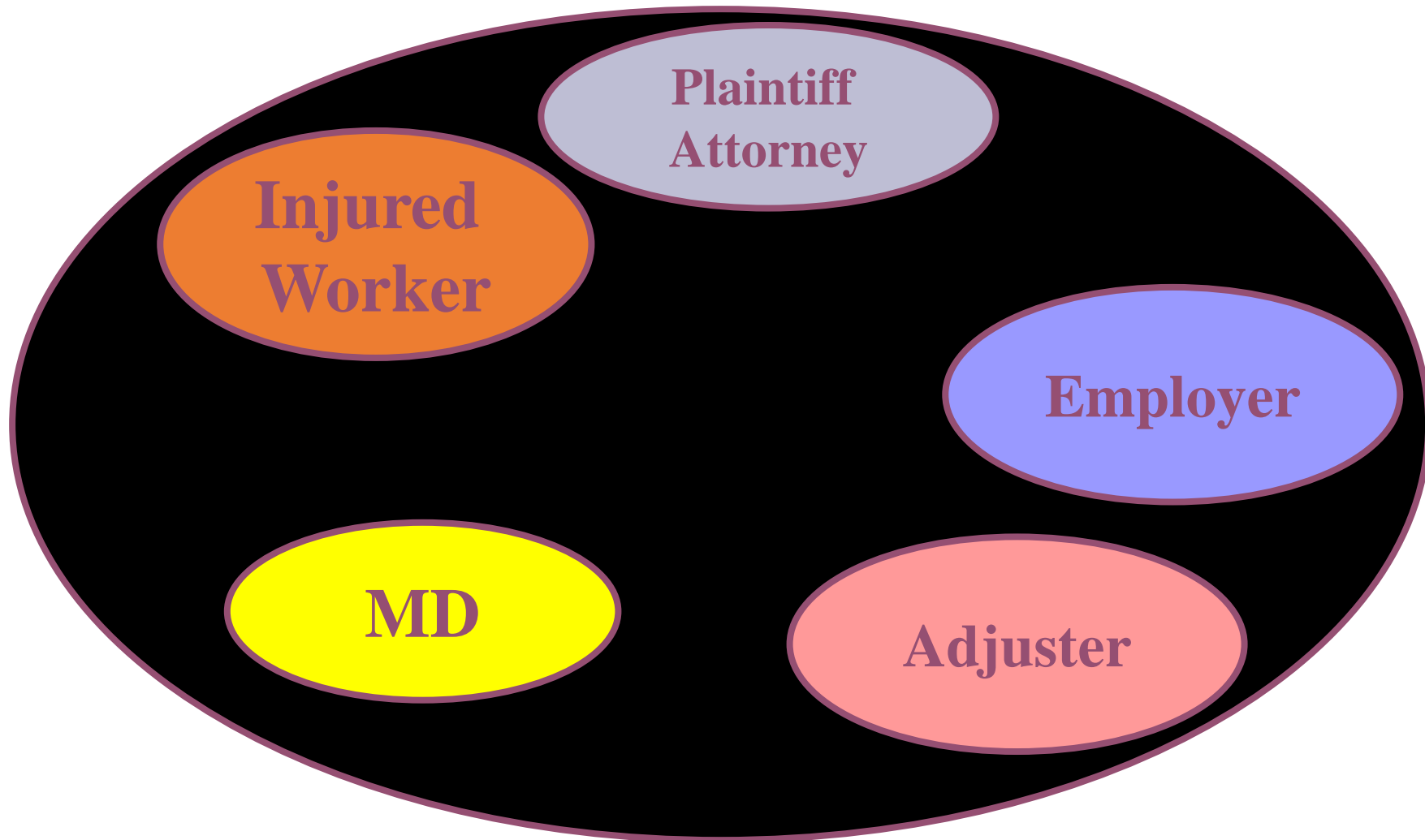
# Injury Case Terminology



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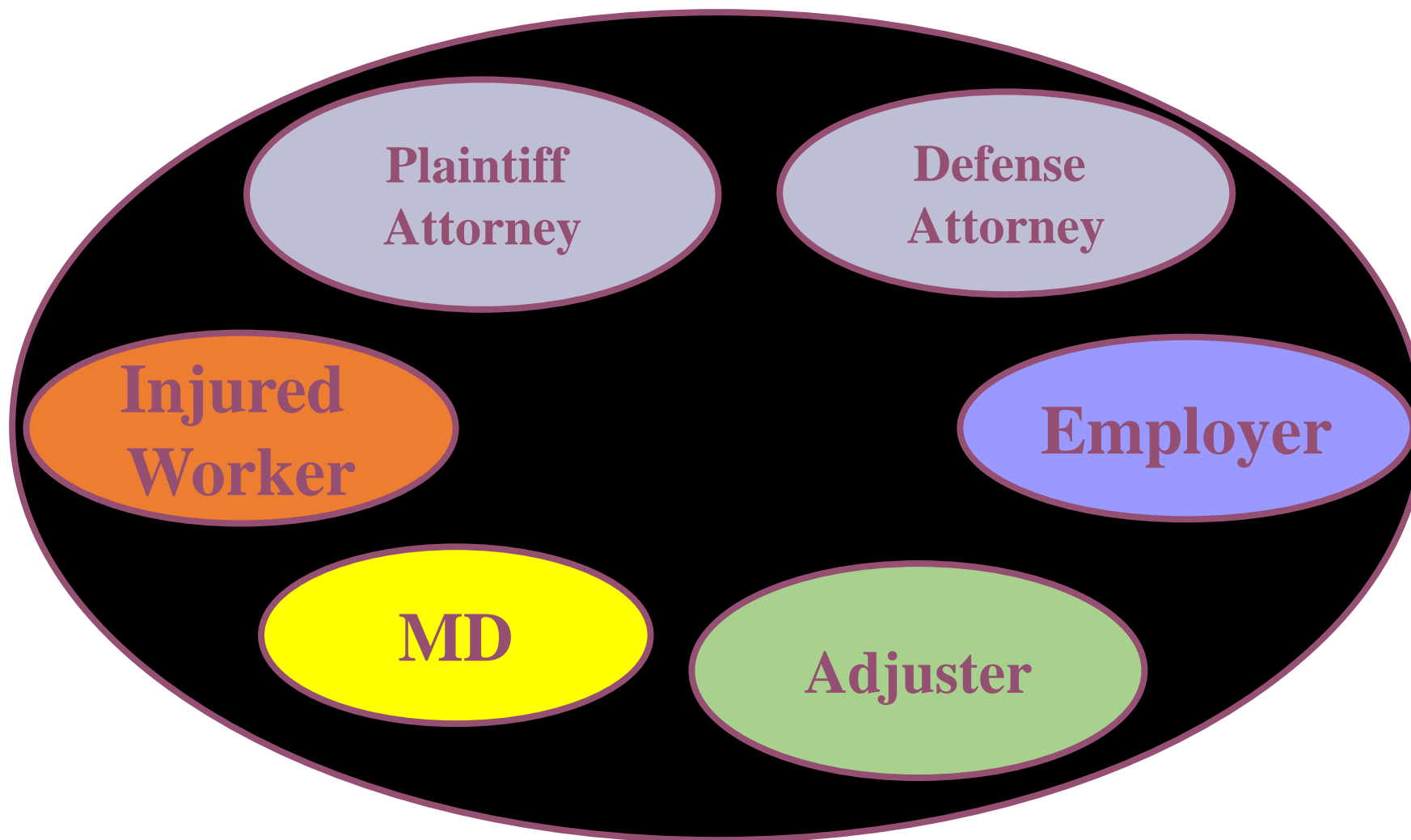


# Injury Case Terminology





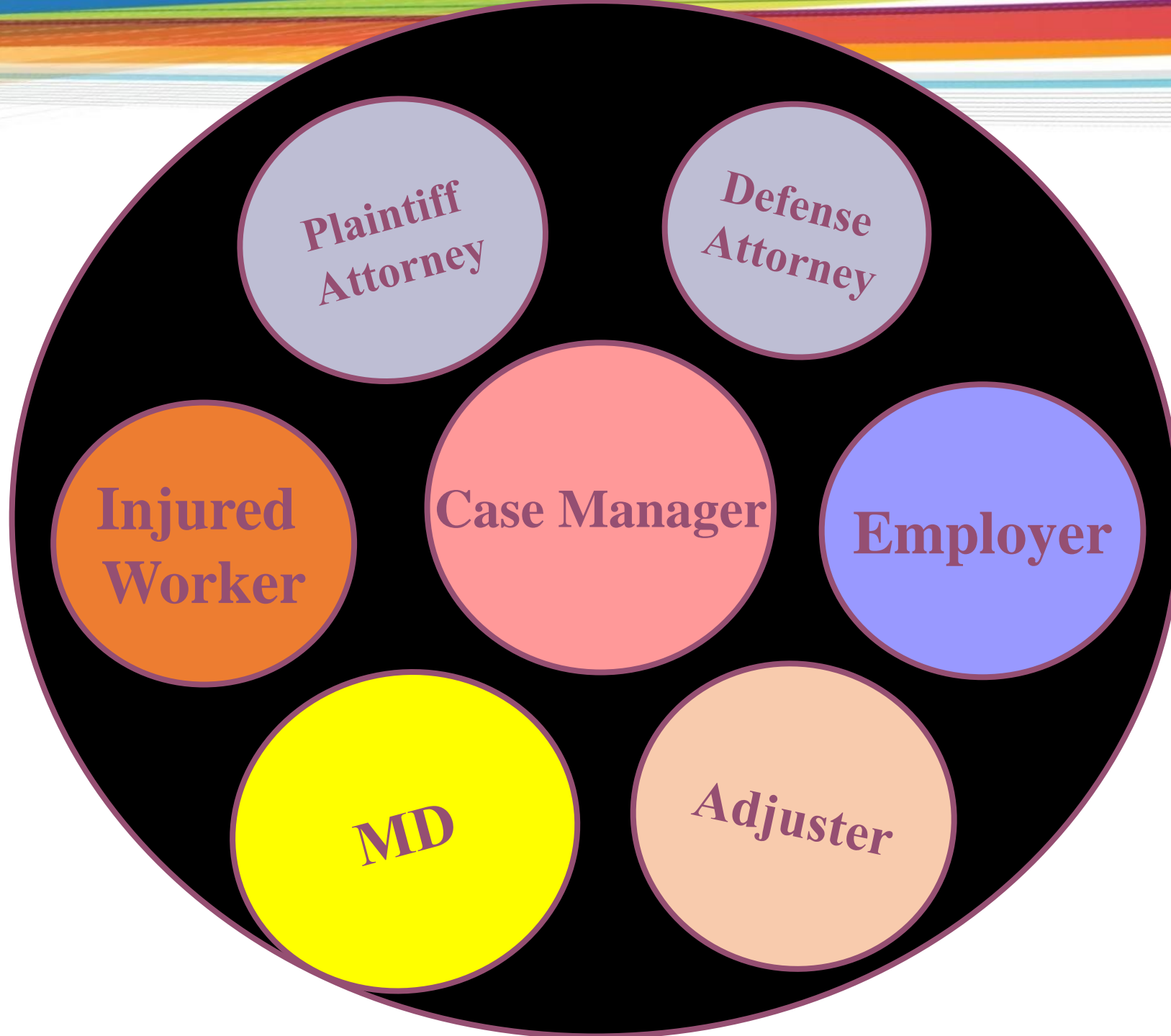
# Injury Case Terminology



# HELP!!







**Plaintiff  
Attorney**

**Defense  
Attorney**

**Injured  
Worker**

**Case Manager**

**Employer**

**MD**

**Adjuster**

# The Role of the Medical Case Manager

- Liaison between the treating medical provider and
  - the insurance carrier
    - ✓ Educates the Injured Worker regarding medical treatment plans to promote compliance for maximum recovery
    - ✓ Provides information to the provider which may assist in the Injured Worker's recovery and return to work, such as job demands
  - Liaison between employer and the Injured Worker
    - ✓ Serves as facilitator in returning the Injured Worker to work, typically with the employer of injury
- ❖ From the SC Statute: "...to ensure the primary concern and commitment in each workers' compensation case is to advance the medical rehabilitation of the injured worker."

# SC Code of Regulations 67-1307

- Nurse Practice Act (RN)
- Certified Rehabilitation Counselor (CRC)
- Certified Registered Rehabilitation Nurse (CRRN)
- Certified Disability Management Specialist (CDMS)
- Certified Occupational Health Nurse (COHN, -S, - CM)
- Certified Case Manager (CCM)

# Case Managers Do:

- Coordinate physician-directed treatment plans
- Assess the injured worker
- Provide patient education
- Identify obstacles and barriers
- Facilitate problem-solving
- Communicate with all parties per statutory regulations (§ 67-1308)
- Coordinate return to work
- Advocate for the IW's medical care and return to work

# Challenges in Case Management

- Misunderstanding the role of case managers
- Delay in service/treatment of injured worker
- Communication among professions



# “The N Factor”

## How Nurses Add Value to Workers’ Compensation Claims

- Liberty Mutual/ Helmsman culled 42,000 claims into a subset of 4,000 homogenous claims, half with NCMs and half without NCMs
- Compared costs of claims with nurse involvement to claims without nurse involvement
  - ✓ IWs returned to work faster
  - ✓ 18% lower future medical costs
  - ✓ 26% lower overall costs
  - ✓ 15% faster claims resolution
  - ✓ Engaging a nurse case manager on a claim can save an average of \$6,100 in medical and indemnity costs, resulting in an 8:1 ROI.

# Nurse Case Manager Utilization

“Time delays in referring a claim to case management have been found to increase claim costs 18 percent on cases reported at two weeks, as opposed to those reported at one week.”

“Litigation rates dropped by one-third in a nurse case management pilot program administered by MEDSTAR Medical Management of Long Beach, Calif., said Pam Guiles, vp of operations. In addition, the duration of cases was halved, she added.”

Wojcik, Joanne. “Careful Use of Nurse Case Managers Can Improve Outcomes.” Business Insurance. N.p., 25 Mar. 2011. Web. 21 Mar. 2017.



# Why Nurse Case Managers?



# Why Nurse Case Managers?

- Improved communication amongst all parties
- Proper information to providers for efficient and accurate IW evaluation
- Education that promotes compliance with the treatment plan
- Minimal delays in healthcare
- Decreased disability periods for the Injured Worker
- Early return to work
- Overall decrease in the cost of the claim

# Questions and Concerns

- What questions do you have?
- What activities that CMs perform significantly impact your ability to manage your claims?
- How can we help you?



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# Thank You!