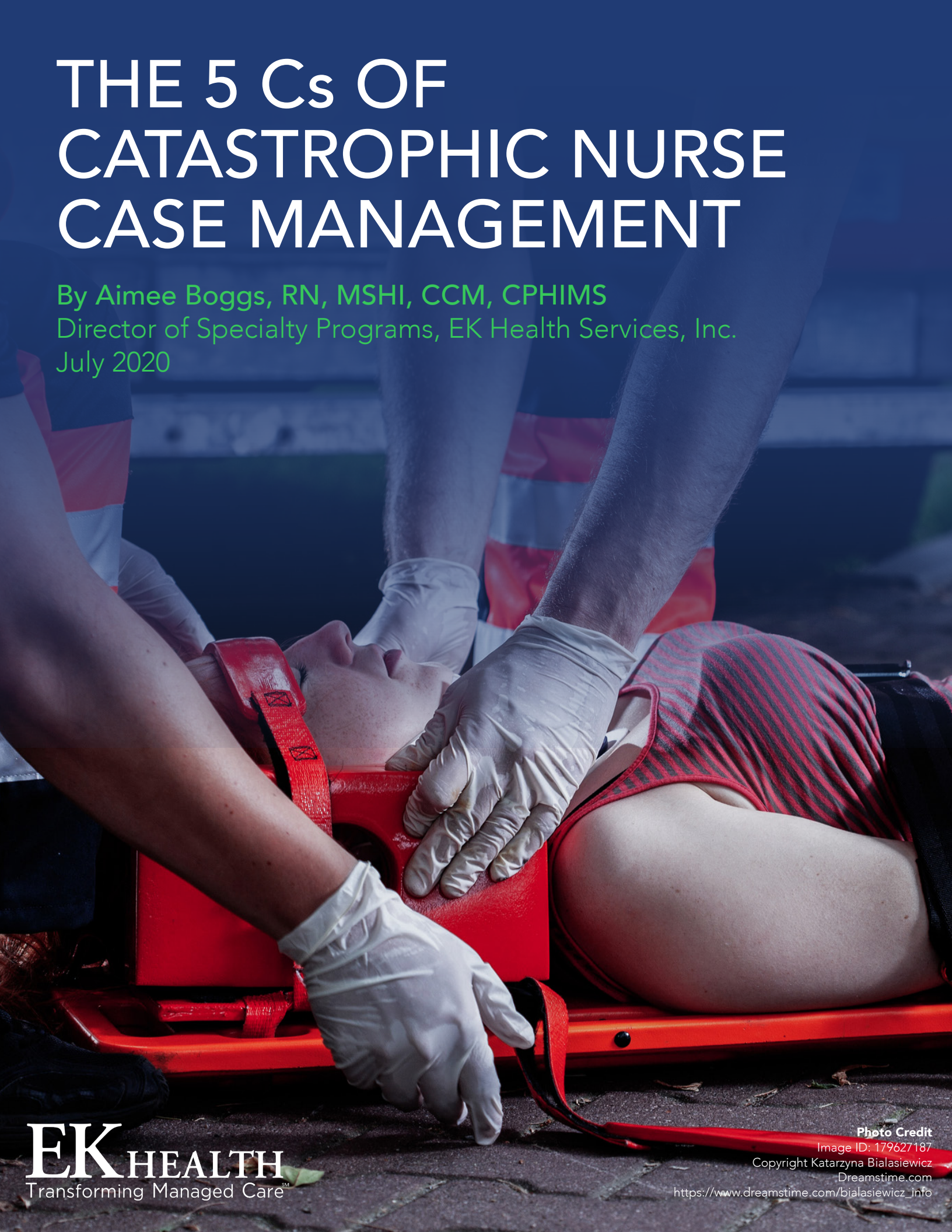


THE 5 Cs OF CATASTROPHIC NURSE CASE MANAGEMENT

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Catastrophic nurse case management is a complex endeavor, complicated by injury severity, the need for expedited medical care, and the fear that accompanies a critical injury or illness. EK Health's catastrophic care alleviates the uncertainty while clinically addressing the injury.

Described below are five key components of a successful strategy for resolving catastrophic claims.

Compassion

First and foremost, a catastrophic nurse case manager should empathize and advocate for the injured worker's medical care and general wellbeing. **What does this look like?**

- Negotiation on behalf of the injured worker to ensure proper support and accommodations at every stage, all the way from the emergency room to their living room, considering holistic needs from the acute stage of treatment to recovery
- Integration of the family and caregivers as extensions of the injured worker's healthcare
- Individualized support at all phases of injury with recovery by highly qualified, educated and engaged clinicians
- Holistic approach focusing on both physical and psychosocial barriers to recovery

Connection

Compassion and connection go hand in hand when it comes to catastrophic nurse case management. A friendly face, a confident expert, in person or on the phone, and being in the right place at the right time are critically important. **How do you connect an injured worker for the best outcomes?**

- Being in the right place at the right time to meet the injured worker where they are—physically, mentally, and emotionally
- Leveraging key relationships to optimize access and outcomes
- Coordinating care among all parties involved
- Centralizing communication with highly-qualified clinical resources

"Each employee starts their day thinking that they will complete their job and return to their home and family, just as we all do every day. When someone is catastrophically injured, their lives are completely disrupted in ways few can imagine. Case managers who care for catastrophically-injured employees have a heightened responsibility to provide higher levels of care and coordination as they closely manage all aspects to ensure the best possible outcomes."

~ Aimee Boggs, RN, MSHI, CCM, CPHIMS

Communication

Close and collaborative communication among all the parties involved in a catastrophic claim can change the trajectory of even the most complicated claim. **What does quality communication entail?**

- Consistent, compassionate communication with the injured worker to build rapport and promote recovery
- Continual updates to all parties involved, based on evidence-based, medical guidelines
- Roundtable meetings with all claim participants to manage global outcomes
- Bridging the gap between clinical speak and clarity of understanding



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(continued)

Cost Containment

A critical component of effective case management is its impact on containing the medical costs associated with the claim. **How do you reduce costs without sacrificing quality medical care?**

- Aggressive and proactive cost containment strategies through negotiations
- Proactively steering negotiations, with the expertise of clinical and financial personnel, to ensure the highest quality care with the lowest possible cost
- Data-driven approach that supports early intervention
- Clinical plans focused on appropriate and expedient care
- Utilization of tools to promote proactive, aggressive case management (e.g. ODG guidelines, MED calculator, etc.)
- Proprietary tools that identifies cases ripe for clinical oversight and management, where applicable
- Use of our Medicare Set-Aside services to assist in setting file reserves

CONCLUSION

When tragedy strikes, it is critically important to engage expert clinical support at the right time and place, with the right resources. That's when you need a national managed care partner like EK Health Services, Inc. to stand in the gap beside your injured workers to deliver the 5 Cs of catastrophic nurse case management:

- **Compassion** – advocating for the injured worker's optimal support and recovery
- **Connection** – coordinating access to the right resources at the right time
- **Communication** – continually collaborating and updating all parties involved in resolving the claim
- **Cost Containment** – ensuring the highest quality of care, expeditiously, at the most appropriate cost
- **Clinical Expertise** – engaging the expertise of clinicians specially trained in catastrophic care

ABOUT THE AUTHOR

Aimee has 26 years of experience in the nursing and workers' compensation managed care industry. She is a Registered Nurse (RN) and has earned a Master of Science, Health Informatics from the University of South Florida, and a Bachelor of Science, Nursing from the same institution. She also earned an Associate Degree in Nursing from South Georgia College. Aimee has amassed a deep understanding of clinical case management, as a Clinical Nurse and as a dedicated Catastrophic Case Manager for many years.

Clinical Expertise

Case management at its core is clinical in nature. With a catastrophic claim, the need for clinical expertise is magnified exponentially due to the severity of the illness or injury. **How does the clinical expertise of EK Health's catastrophic case managers measure up?**

- 30 years as the average nursing experience of our catastrophic nurse case managers
- 20 years as the average case management/workers' compensation experience of our catastrophic nurse case managers
- Advanced practice degrees or certification in a specialty related to handling of catastrophic/complex cases (e.g. CCM, CRRN, CDMS) for 86% of our catastrophic nurse case managers

Additionally, EK Health adds:

- Clinical oversight from senior case management staff on all catastrophic claims
- Large panel of specialized physician advisors to review catastrophic cases and offer an additional level of oversight and assist in predicting clinical courses

ABOUT EK HEALTH

As a leading national managed care company specializing in workers' compensation, EK Health Services, Inc. sets the gold standard for medical case management, utilization review, medical bill review, network management, and Medicare Set-Asides. We provide the best people, processes and technology to facilitate expedient, quality and cost-efficient medical treatment for workers' compensation claims. Learn more about EK Health's solutions at www.ekhealth.com.