



## EARLY INVOLVEMENT OF NURSE CASE MANAGEMENT

Early involvement of a nurse case manager (NCM) is proven to optimize clinical and claim outcomes. Some reports suggest early assignment of a NCM can reduce lost work days by 15% and reduce cost by 26%.<sup>[1]</sup>

### The value of RehabWest's Nurse Case Management Program is immeasurable:

- Our nurses serve as patient advocates and provide the type of empathy injured employees need to motivate them to obtain appropriate medical care and return to work
- Our nurses identify clinical, emotional and social problems that may be the first sign of problematic claims
- Our nurses can explain complex clinical situations to injured employees in a language they understand



REHABWEST'S  
NURSE CASE  
MANAGEMENT  
PROGRAM  
CAN HELP YOU  
IMPROVE YOUR  
RETURN TO WORK  
AND CLINICAL  
OUTCOMES

### The following triggers can help identify cases for NCM involvement:

- First-line of treatment occurs in a hospital
- Complex comorbidities, especially in employees over 35
- Employees with behavioral health issues
- Employees with high pain levels
- Identified demographic areas/jurisdictions with high claim volume and/or cost
- Surgery cases
  - **Studies show that NCM involvement with shoulder surgery cases can result in a 57% decrease in days on disability compared to similar cases without NCM involvement**<sup>[1]</sup>
- Employees prescribed opioids, especially those with an Morphine Equivalent Dose above 100
  - **The rate of drug overdoses involving synthetic opioids nearly doubled between 2013 and 2014.**<sup>[2]</sup>

### Utilize Your Data!

- Data can help identify when to assign a nurse to a claim
- Data highlights connections between resources, claims characteristics and outcomes

### Other innovative ways to utilize NCMs:

- Have our nurses visit worksites and speak with your employees
- Have nurses interact with your risk management and claims teams to ensure our goals are aligned, and lines of communication optimized.



## REFERENCES

1. Safety National Casualty Corporation. (2015). Retrieved from <https://www.safetynational.com/conferencechronicles/how-nurse-case-managers-add-value-to-workers-compensation-claims/>
2. Rudd, R., Aleshire, N., Zibbell, Jon., & Gladden, M. (2016). Increases in Drug and Opioid Overdose Deaths-United States, 2014. Center for Disease Control and Prevention, 64(50). Retrieved from [http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6450a3.htm?s\\_cid=mm6450a3\\_w](http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6450a3.htm?s_cid=mm6450a3_w)

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