

Case Study | Managing a Problematic Case

CSG Field Case Management engages with the claimant, employer and medical providers to facilitate the path to recovery

Effective Medical Case Management goes beyond medical expertise. Complex, catastrophic cases require creativity, problem-solving, flexibility and empathy. Combining skilled, dedicated case managers with proven, clinically-based processes, CSG improves MMI and return-to-work outcomes.

Case Background

A police officer experienced a work injury and returned to a new patrol position. The position required wearing a duty belt, which increased the claimant's back pain. When conservative treatment was ineffective, the neurosurgeon recommended fusion surgery. After surgery, the claimant experienced sluggish respirations and low blood pressure. In rehabilitation, she experienced nausea from the medications and therapy progress was slow and painful. Three months post-surgery, the claimant had not decreased narcotics dosage, achieved minimal therapy improvements, exerted low effort with treatment, and exhibited symptom magnification. She required ER visits for dehydration due to insufficient eating/drinking and for withdrawal symptoms from abrupt discontinuation of medication. Care management was then assigned to a CSG Field Case Manager (FCM).

CSG Intervention

The FCM maintained constant vigilance in addressing procrastinations, noncompliance and prioritization issues. Without continuity of information from the claimant, the FCM's attendance was paramount at medical appointments so providers could receive accurate information. The FCM addressed numerous complications with treating physicians to minimize severe complications and improve outcomes. When the attending physician considered changing medications, the FCM voiced concern over a history of CVA. To address medication issues, the claimant was transferred to a pain management provider. With rehabilitation progressing slowly, she was placed in water therapy.

Result

As a result, the claimant experienced improved range of motion, decreased pain and a tripling of strength. She successfully decreased narcotics usage. The claimant returned to work, with modifications, seven months past surgery, with an estimated additional six months to be released to full duty.