

# Catastrophic Injuries:

## Managing and Coordinating Care

# **Catastrophic Injuries:** **Managing and Coordinating Care**

**Description:** Coordinating the quality-of-life management for catastrophic work injuries, to facilitate best outcomes. Panelists will discuss living arrangements, medical care, in-home services, durable medical equipment, transportation, and other ancillary services.

## **Goals:**

- Understand the challenges in providing comprehensive and appropriate care for catastrophically injured workers
- Identify rights and obligations for injured workers, employers, and carriers
- Educate on how to quickly respond to changing needs and find quality resources

# Catastrophic Injuries Are Life-Changing



Spinal Cord Injury



Acquired Brain Injury



Burn Injury

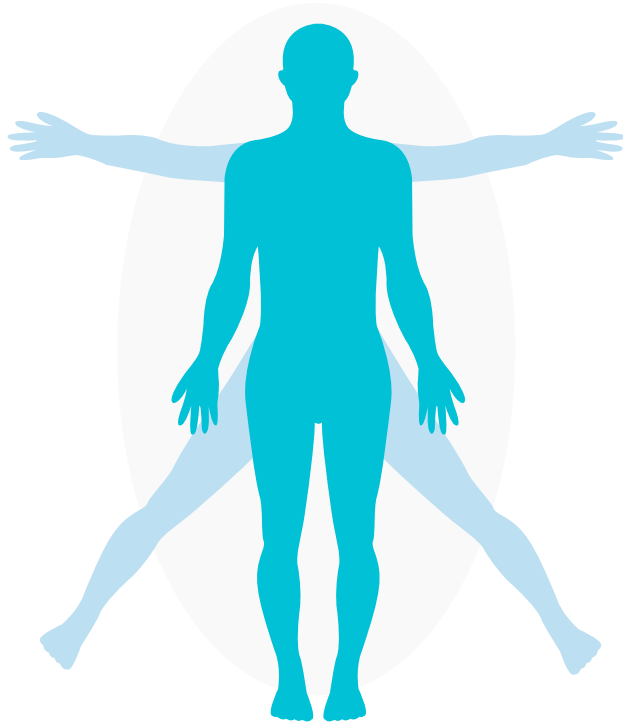


Multiple Trauma



Amputation

# Catastrophic Injuries Affect the Whole Person



## High medical complexity

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- ▶ High risk for mortality/death
- ▶ High rate of medical complications
- ▶ Extensive medical treatment
- ▶ Ongoing medical issues

## Alteration of body

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- ▶ Physical/functional impairments
- ▶ Cognitive impairments
- ▶ Change in body image
- ▶ Emotional/psychological effects

## Change in lifestyle

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- ▶ Sudden lifestyle change (catastrophe)
- ▶ Sudden change in independence, autonomy
- ▶ Altered family and social dynamics
- ▶ Need to mourn, accept, adapt, change

*“Early proactive care management is key,  
if better outcomes are desired.”*

# Human-Centered Care for the Most Complex Workplace Injuries



**Individualized care plan focused on driving the best health outcomes:**

- + Collaborative, coordinated, and accessible care
- + Whole-person care and psychosocial support
- + Consideration for patient/family preferences, needs, and values
- + Patient/family education and engagement

Brain  
Injury

Spinal Cord  
Injury

Severe  
Burns

Amputation &  
Limb Loss

Multiple  
Trauma

# The Challenge of Catastrophic Cases

Catastrophic cases present daunting challenges



Rare and random



Costly



Complex



Life-altering

# Costly

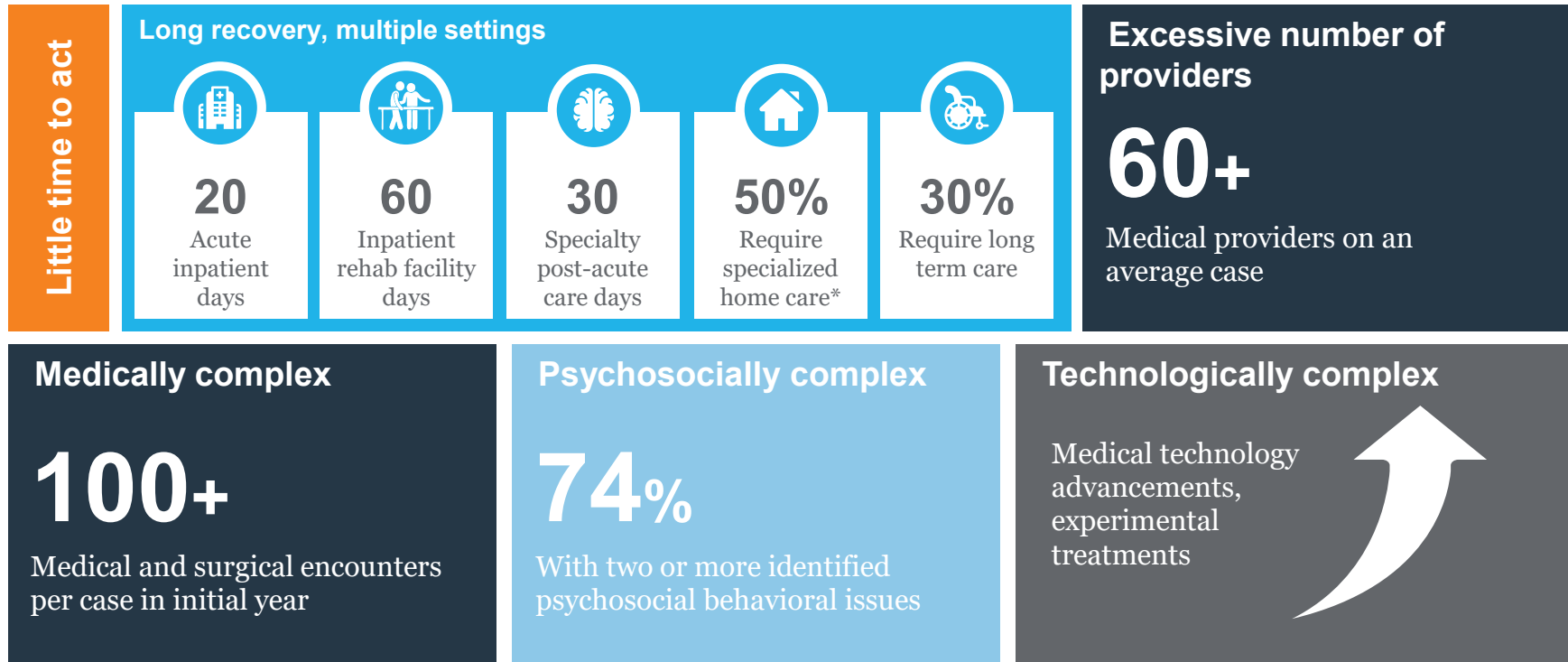


**30% increase**  
in catastrophic claims  
greater than **\$10 million**  
in the last 3 years



# Complex

These cases are extremely complex, and involve a wide range of disciplines, numerous providers, and significant amounts of risk over a lifetime



\* Year 1 post injury  
Source: Paradigm data

# Framework for Better Outcomes

The right people, expertise, processes, and experience to create and implement an individualized care plan focused on driving the best health outcomes.



## Team-based approach

Expertise and clear roles



## Outcomes-management

Driving towards specific milestones



## Whole person care

Biopsychosocial model of recovery



## Condition-specific clinical data repository

Thousands of catastrophic injury claims



## Interdisciplinary communication

Seamless, timely, and inclusive



## Centers of Excellence

Access to high performing providers

# Care Management Team

A hand-selected group of leading medical and behavioral health experts with injury-specific experience and comprehensive training who stay on the case until the outcome is achieved.

## Team Leaders

Team leader whose clinical and administrative experience in catastrophic injury and rehabilitation management guides the team toward data-driven, evidence-based treatment projections and optimal outcomes through effective and efficient resource utilization

## Medical Directors

Specialized physicians and diagnosticians—specifically matched to each worker’s injuries—who ensure comprehensive and consistent care

## Vocational Clinical Specialists

Vocational rehabilitation experts who identify injured Workers’ abilities and limitations, and deploy tools and support injured workers’ return to gainful employment

## Clinical Specialists

An array of experts who handle home health care, prosthetics, home evaluations, equipment, and other ancillary care needs

## Nurse Case Managers

Field-based, trained nurses experienced in catastrophic care who provide face-to-face support and coordination for injured workers, families, and care providers

## Community Support Specialists

Social workers and related behavioral health professionals assigned to cases to provide support, coping strategies, and resource facilitation to injured workers and families to promote positive psychosocial adjustment and address social determinants of health

## Client Relationship Managers

Client relationship managers who collaborate on each referral and design, implement, and coordinate overall service delivery



# Questions?