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Honoring The Heart: 2017 Heart of Case Management Awards

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Genex recognizes its extraordinary case management team through its 2017 Heart of Case Management Awards

WAYNE, PA - May 10, 2017 - Genex Services today announced the winners of its 2017 Heart of Case Management Award. This is the second year of the national awards program spotlighting case managers at Genex Services, one of the nation's largest providers of managed care services to the workers' compensation, disability, and automobile insurance markets.

Genex's case managers are renowned for their unique experience, empathy and commitment to improving the lives of thousands of injured workers each year. Genex designed the Heart of Case Management program to commemorate the significant contributions these exceptional telephonic, field, and catastrophic case management professionals make on a daily basis.

Case managers were nominated by their Genex managers across the country and judged on the following criteria: specialist, excellence, adaptability, trust, influential communication, and outcomes. Judges selected three winners whose efforts in highly involved cases made a significant impact on their claimants. The following are synopses of the winning entries.

Field Case Management

Beverley Brown, RN, CRRN, CCM, Miramar, FL branch

Brown was assigned a workers' comp case involving a police department aide who had been diagnosed with reflex sympathetic dystrophy (RSD) five weeks earlier. Despite staying compliant with her treatment plan, the worker's condition was deteriorating. Through Brown's diligence in advocating for the injured worker, it was soon determined she had developed deep vein thrombosis from a non-work-related clotting disorder. After further assessment, Brown observed that the injured worker had developed serious complications and instructed her to seek emergency care. Brown's quick actions allowed the woman to receive treatment just before the condition became systemic and toxic. Ultimately, the injured worker returned to full duty with no restrictions and reached maximum medical improvement with no impairment rating.

Catastrophic Case Management

Lisa Armstrong, BSN, CRRN, RN-BC, CCM, Wayne, PA branch

A wood shop machine malfunction caused a piece of molding to launch 100 mph toward a custom cabinet maker, striking him in the right temple. The worker barely survived, sustaining a traumatic brain injury and permanent right eye vision loss. He underwent two brain surgeries, including a craniotomy as well as reconstruction surgery. Armstrong advocated for the patient and his family ensuring he be placed in a renowned traumatic brain injury rehab facility. She became the center hub of a complex team of medical and rehab providers, educating each on how the various specialties worked in the “big picture” of advancing the injured worker's progress and return to employment. Armstrong also collaborated closely with the employer, working to make minor adjustments to the worker's job responsibilities, taking into consideration his vision impairment, and developing a new permanent position that meets the needs of both the employer and employee. The injured worker is now working part-time, and is slowly advancing to full duty. It is projected that he will return to full duty at least ten months before Official Disability Guidelines (ODG) projection.

Telephonic Case Management

Deana Schilk, RN, CCM, Charlotte, NC branch

Schilk played an instrumental role in assuring an injured worker returned to work safely and efficiently after sustaining serious 2nd and 3rd degree burns to his right arm, face and head. Attentive care for this type of injury is crucial for healing and infection prevention, so Schilk referenced guidelines such as ODG to assess the treatment plan, including pain management and medication protocols. Schilk was persistent with continuous follow up, assuring the injured worker was compliant and his medical concerns were addressed. Because medication misuse can be a problem, Schilk addressed prescription management with the injured worker. She also assessed current treatment plans with the treating physicians and facilitated successful narcotic weaning. Schilk also addressed psychosocial concerns the injured worker experienced about returning to work following his release, taking time to educate and address fears about reinjury. Through excellent teaching and aggressive case management services, Schilk facilitated an early and safe return to work four months ahead of schedule.

[Click here to watch a video](#) and hear our winners share their experiences in case management at its best.

More in-depth information on each case management story can be found at www.genexservices.com/fromtheheart

About Genex Services, LLC

Genex Services (www.genexservices.com) is the trusted provider of managed care services enabling clients to transform their bottom lines while enhancing the lives of injured and disabled workers. Genex is a managed care leader with more than 2,900 employees and 41 service locations throughout North America. The company serves the top underwriters of workers' compensation, automobile, disability insurance, third-party administrators and a significant number of Fortune 500 employers. In addition, Genex is the only company that delivers high-quality clinical services enhanced by intelligent systems and 360-degree data analysis. The company consistently drives superior results related to medical, wage loss, and productivity costs associated with claims in the workers' compensation, disability, automobile, and health care systems.



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