Workers' Comp

# From Permanent Disability to Full-Duty Success

2 MIN READ



## Disability Case Management

### Meet Nancy LeBlanc, RN, CCM, CPDM, WES

### The Case

A 49-year-old plant operator tripped and fell into asphalt resulting in substantial bilateral arm burns, including extensive burns to both hands, right forearm and abdomen. The man was rushed to a nearby facility where it was determined he would need skin grafts. Genex's Nancy LeBlanc was assigned to the case and began coordinating the injured employee's care plan. To complicate matters, the man tested positive for COVID-19 during the height of the pandemic, delaying the procedure. Instead, he received temporary grafts and was transferred home with self-care guidance to quarantine. This necessitated critical coordination and communication from LeBlanc to ensure the claimant was able to change his dressings twice a day to avoid infection and manage his pain-medication pump to prevent overdose.

### Case Management Impact

She also coordinated weekly physician visits through transportation services scheduled after provider business hours. One month post-injury, the injured employee tested negative for COVID and was immediately scheduled for permanent skin graft surgery, which LeBlanc coordinated. He was discharged home five days later, with outpatient protocol that included physical therapy three times a week at a local burn center. LeBlanc maintained contact with the injured employee regularly to answer questions and assure that all medical care was delivered in a timely manner. She also equipped the providers with the plant operator's job description so they could align therapy goals with his job functions.

### Outcome

LeBlanc’s efforts to secure timely vendor-approved care, home health, transportation services, therapy and DME, made a significant difference in redirecting a case headed for permanent disability to a full-duty success story. The man returned to work with restriction in less than five months, and full return to work less than three months later.

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