Workers' Comp

10 Ways Field Case Management Can Make a Difference

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4 MIN READ

Navigating the complexities of an injured employee's recovery can be daunting. That's where Enlyte's field case management service comes in—designed to support injured employees, their families and health care providers every step of the way. Our approach isn't just comprehensive—it's empathetic, innovative and tailored to meet the unique needs of each individual case. Here are the standout features of our service:

1. Face-to-Face Interaction with Providers

Field case managers meet face-to-face with providers to collaborate on treatment plans and return to work opportunities. They can share evidenced-based guideline recommendations with the provider to assist them in establishing realistic expectations around both treatment and anticipated recovery. Providers leverage field case managers to support them in patient education and expedite coordination of care.

8.6 miles average distance from treating providers

2. Face-to-Face Interaction with the Injured Employee and Their Family

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6.4 miles average visits per full referral

3. In-Home Assessments

Field case managers can more accurately and holistically assess the injured employee's medical and non-medical needs in their home environment including post-discharge concerns and for prompt response preventing complications that may delay recovery.



4. Comprehensive Injured Employee Education

Nearly nine out of 10 adults in the United States struggle with health literacy. Strengthening health literacy promotes a deeper engagement with the injured employee. In-person education allows for timely discussion of relevant medical information, before and immediately after physician appointments and throughout recovery. Health professionals are overworked and can rarely devote enough time to patient education. Field case managers can print and share relevant health information in an easily understood manner. The use of photos, graphics and videos also helps bridge health literacy gaps and increases injured employee engagement. An injured employee, especially one who is in pain or on medication, is unlikely to comprehend complex medical concepts or remember information when they need it. Including other people in the support network, such as family members, friends and next-stage medical professionals, builds in a safety net to support the injured employee and helps eliminate the possibility of conflicting recommendations during follow-up care.

People only remember about 49% of the information their doctors give them without prompting

5. Enhanced Communication and Collaboration

The field case manager acts as a liaison between the injured employee, employer, insurance company and the health care team. This can prevent misunderstandings, conflicts and delays in care delivery. The field case manager provides oversight across every stage of the injured employee's journey from injury to recovery, preventing a disruption of care during key transitions such as discharge home, discharge to long-term care or a rehabilitation facility.

80% of serious medical errors involve miscommunication during the transfer of patients

6. Local Knowledge and Relationships with Providers, Facilities, Ancillary and Community Resources

Field case managers have established relationships with providers and office staff and key hospital personnel which facilitates timely communication, coordination of care and appointment scheduling.

1350+ directly employed field case managers

7. Employer Visits and Relationship

Field case managers are trained in job analysis and job accommodation. Face-to-face interaction with the employer is fundamental in understanding the essential functions and associated physical demands of the job and can lead to opportunities to suggest transitional or modified duty opportunities that will reduce disability durations.

78% of FCM managed cases involve RTW related activities

8. Experience Managing the Most Complex Cases

Whether complex by diagnosis, contributing co-morbid conditions, social determinants of health or multiple treating providers, field case managers have the training and expertise to navigate the most complex of claims. If they were simple, they would not need a field case manager.

53.9 average business days saved

9. Specialty Services

From prevention services such as ergonomics to vocational rehabilitation and all points on the care continuum, field case managers often specialize in areas such as catastrophic case management, crisis response, life care planning and legal liability nurse review just to name a few. Each specialty requires an additional level of training and oftentimes certification.

60% of FCM managed cases have at least one co-morbid or other confounding factor and 51% have an average severity which falls within the extreme risk category

10. 24/7/365 Referral Line and Catastrophic Response

Available when and where you need us. Our 24/7/365 referral line ensures your urgent needs are promptly addressed. This is particularly imperative when dealing with catastrophic injuries. Our national catastrophic team is on call to immediately assess and coordinate an injured employee's needs.

2000+ after-hours catastrophic referrals received per year.

Choosing Enlyte for field case management means opting for a comprehensive, empathetic, and efficient approach to injury recovery. We're dedicated to supporting injured employees, facilitating effective communication, and ensuring timely and coordinated care. With us by your side, you can trust that every aspect of the recovery process is managed with the utmost care and professionalism.

Contact us now to learn more about how our field case managers can help you achieve seamless injury recovery and a healthier, more resilient workplace.

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