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Heart of Case Management 2026: Colleague Division Winner, Lauri Tinelle

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2 MIN READ

Lauri Tinelle, MSN, RN, CCM

Telephonic Case Manager of the Year

Image

Lauri Tinelle

When an injured employee continued experiencing pain years after surgery, Lauri knew the situation required more than simply following the existing treatment plan. The employee was dealing with recurring symptoms, conflicting medical opinions and significant anxiety about whether she would be able to continue working. Lauri coordinated communication among providers, kept the employee engaged with appointments and therapy, and helped ensure everyone involved had the information needed to make informed decisions. As the case progressed, her clinical reasoning helped uncover additional health issues that were contributing to the employee's symptoms.

Just as important was the relationship Lauri built along the way. The injured employee trusted her enough to share her fears and frustrations, allowing Lauri to provide the guidance and reassurance she needed to keep moving forward. Through consistent coordination and communication, the employee was able to remain on modified duty and ultimately move toward a positive resolution significantly sooner than originally anticipated. For Lauri, that combination of expertise and empathy is what case management is all about: helping people understand the process, keeping care moving and being there when a complicated recovery feels overwhelming.

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