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Heart of Case Management 2026: Colleague Division Winner, Jennifer Theriot

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2 MIN READ

Jennifer Theriot, RN, CCM, DOLCM-CTR

Field Case Manager of the Year

Image

Jennifer Theriot

A workplace accident involving a rock-crushing machine left two employees with devastating injuries, including spinal fractures, broken bones, head injuries and other life-threatening complications. Both faced complicated recoveries, and Jennifer Theriot quickly became the connection between their families, medical teams, adjuster and employer. With the injured employees initially unable to communicate directly, building trust with their families was essential. From there, she worked to keep treatment moving without unnecessary delays while helping the injured employees understand what recovery could look like, set realistic goals and work through the fear and uncertainty that came with such significant injuries.

For both employees, returning to work became an important milestone in regaining a sense of normalcy. One progressed to light duty in 77 days and full duty within five months. For the second, the journey took longer, requiring close collaboration with the employer to create a modified position that supported recovery and provided confidence that there was still a place for him at work. Fourteen months after the accident, that effort came full circle when he sent his case manager a selfie, smiling from ear to ear. It was a simple picture that captured the impact of countless phone calls, difficult conversations and months of coordinated care, and a powerful reminder of why case management matters.

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