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Heart of Case Management 2026: Colleague Division Winner, Sumer Khachab

October 12, 2026

2 MIN READ

Sumer Khachab, RN

Catastrophic Case Manager of the Year

Image
Sumer Khachab

A 33-year-old employee suffered a catastrophic injury after a 3,500-pound steel beam fell on him, severing his femoral artery and causing multiple orthopedic and internal injuries. When Sumer was assigned to the claim, the outlook was uncertain. Sumer arrived at the hospital while he was still in surgery and immediately became a source of support for his family. From coordinating appointments, therapy, transportation and home health services to helping the family navigate an overwhelming recovery, Sumer remained a constant presence as the injured employee slowly began rebuilding his life.

But Sumer's impact became even more critical when she noticed signs that something wasn't right. After the employee reported increasing heaviness in his leg and a growing mass near the site of his vascular graft, Sumer trusted her clinical instincts and persistently advocated for further evaluation. Her efforts eventually led to an emergency vascular assessment that revealed a large femoral aneurysm requiring immediate surgery, a complication that could have been fatal if left untreated. Through clinical expertise, persistence and a deeply personal commitment to the people she serves, Sumer helped an injured employee move from a life-threatening accident toward independence, recovery and a return to the workforce. It's a powerful example of the heart behind better outcomes.

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