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Heart of Case Management 2026: Colleague Division Winner, Corrine Carter

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2 MIN READ

Corrine Carter, MSN-Ed, RN, CCM

BEHAVIORAL HEALTH SPOTLIGHT WINNER

Image

Corrine Carter

After experiencing a traumatic event, an injured employee was struggling with significant anxiety, sleep issues and fear about returning to the workplace. Finding the right behavioral health support presented another challenge, along with questions surrounding her claim, transportation and an eventual employment transition. Corrine was assigned to the claim and recognized that moving forward would require more than coordinating treatment. She needed to understand what the injured employee was experiencing and create an environment where she felt heard. Through active listening, education and persistent coordination, Corrine helped connect her with the appropriate psychological care while providing steady support throughout her recovery.

Over time, that support helped the injured employee develop effective coping strategies, complete treatment and reach maximum medical improvement. She ultimately moved into a new career and returned to work at full duty with no ongoing treatment, a new beginning after a difficult period in her life. But perhaps the most meaningful measure of Corrine's impact came a year later, when the injured employee reached out to tell her how much her empathy had mattered and that she and her family were now in a much better place. Corrine's story is a reminder that sometimes the most important part of case management is simply understanding what someone is going through and helping them find the confidence to move forward.

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