

USE CASE

# Nurse Case Management Services

## Case Management for Injured and Ill Workers: Speed Treatment, Recovery, and Return to Work While Reducing Costs

### Background

Nurse case management services are crucial where worker health directly impacts safety and productivity. Workers often face hazardous conditions, and industries often depend on small, highly specialized workforces.

Illness or injury can be costly, disrupting operations and affecting schedules. Moreover, turnover of trained personnel can lead to further costs and operational challenges. Absent or injured employees may also feel disconnected or uncertain about their return to work.

Acuity International's comprehensive Nurse Case Management Services are designed to meet these challenges, focusing on managing absences and promoting workforce wellness.

### Challenge

When an employee sustains a work-related injury or illness, employers are responsible for investigating the cause, ensuring proper treatment, and facilitating ongoing care. This process helps restore a safe work environment and supports the employee's recovery and successful return to work (RTW).

Many organizations struggle to manage employee absences effectively due to limited internal resources. They typically handle initial injury reports and subsequent follow-up care internally. Alternatively, they rely on a claims provider to facilitate a successful RTW process.

This approach creates several challenges:

- **Communication barriers:** Miscommunication or lack of communication between employees, employers, and healthcare providers can delay claims processing and disrupt the return-to-work process.
- **Lack of real-time insights:** Employers lack access to an employee's medical status or the progress of their absence case.
- **Prolonged absences:** Without effective case oversight, absences can extend unnecessarily due to delayed medical decisions or lack of follow-up.
- **Compliance risks:** Employers often struggle to comply with regulations such as FMLA, ADA, and workers' compensation laws.
- **Increased costs:** Extended absences and mismanaged claims can lead to higher insurance premiums and operational costs.
- **Employee frustration:** Employees may feel unsupported or confused about their leave and RTW processes.
- **RTW risks:** Poorly managed transitions back to work can result in reduced productivity, relapses, or workplace injuries.

### Summary

Acuity's Nurse Management Services effectively handle employee absences, support workforce wellness, reduce costs, and drive compliance.

### Industry

- Construction
- Energy
- Manufacturing
- Maritime
- Transportation
- U.S. Department of Labor (supporting Federal agencies)

### Challenges

Labor-intensive industries such as construction, energy, manufacturing, maritime, transportation, and more rely on a specialized workforce, making absences costly and operationally challenging. Managing employee illness, injuries, absences, and RTW processes is key to maintaining workforce health and operational efficiency, streamlining communication and case management, reducing costs, and ensuring employees' safety.

### Solutions

Acuity's Nurse Case Management Services provide:

- End-to-end case management for injured and sick employees and their employers – from treatment to recovery and back to work.
- A designated Nurse Case Manager for each absence claim, serving as a single point of contact between the employee, employer, and healthcare and insurance providers.
- Comprehensive case management from initial triage through treatment coordination, repatriation, claims and insurance reporting, fit-for-work planning, and more.
- Electronic case tracking and reporting ensure transparency and compliance.



703.261.1110

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## Nurse Case Management: A Use Case

A maritime industry client partnered with Acuity International to manage employee health, absences, and RTW processes. Through our Nurse Case Management Services, we ensured workforce well-being while maintaining operational efficiency.

A dedicated Nurse Case Manager guided injured or ill employees, coordinating communication between workers, management, insurers, and healthcare providers. Responsibilities included:

- Triage and appointment scheduling
- Coordination with physicians, care teams, and families
- Managing repatriation and compliance
- Monitoring recovery and advocating for employee health
- Streamlining claims and RTW planning

Our electronic case management platform provided real-time case tracking, ensuring transparency and efficiency. This approach expedited treatment, reduced lost time, improved communication, and delivered financial savings.

## Benefits

With Acuity's Nurse Case Management Services, the client realized the following benefits:

- **Cost reduction:** A work injury can be costly in terms of a disrupted life, lost productivity, and medical expenses. Effective case management can change this. By reducing the impact of the injury, we reduce lost work time and costs.
- **Simplified occupational health case management process:** Our nurses specialize in caring for short and long-term needs, for surgical and non-surgical injuries. Whether treating minor or severe injuries, our staff makes a difference.
- **Improved communication:** Effective case tracking enhances outcomes for injured employees.



## Real-Life Scenarios

Scenario	Goal	Tasks Carried Out	Benefits
The employee reported a complaint of abdominal pain in the right lower quadrant and presented with elevated temperature, diarrhea, nausea, and vomiting.	Develop a plan for U.S. hospitalization, repatriation and convalescence in the crewman's home country.	<ul style="list-style-type: none"> <li>• Liaised with U.S. treatment team, crewman and family.</li> <li>• Coordinated discharge from the hospital to a local hotel.</li> <li>• Managed repatriation arrangements, including Fit-for-Travel and related certifications.</li> <li>• Coordinated treatment and medications in the worker's home country.</li> <li>• Developed a plan for medical oversight and return to Fit for Duty status in the home country.</li> <li>• Collected and reviewed all medical records.</li> <li>• Audited, reviewed, and negotiated billing with all providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Expedited treatment.</li> <li>• Recovery and a return to work with consequent financial savings.</li> </ul>
An employee suffered a 35-foot fall with resultant extremity fracture and facial and head trauma.	To achieve medical improvement from initial treatment through recovery and RTW.	<ul style="list-style-type: none"> <li>• Reviewed capabilities, pricing, and location and identified hospital close to family.</li> <li>• Arranged for transfer and facility admittance.</li> <li>• Once stabilized, transferred to subacute high-level rehabilitation for a lengthy stay due to the nature of the injuries and continuing pain.</li> <li>• Spoke to treatment team and pain management specialist on daily basis.</li> <li>• Coordinated discharge, overseeing home modifications.</li> <li>• Researched and identified specialist physicians for second opinions regarding pain management and rehabilitative hand surgery and modalities.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved quality of care and treatment efficiency.</li> <li>• Reduced recovery time and consequent expenses.</li> <li>• Intangible physiological benefits: Proactive medical management and communication.</li> </ul>

## Versatile Solutions for Complex Cases Across Industries

Acuity's Nurse Case Management Services extend across all compliance-driven industries. Whether in energy, manufacturing, construction, or other industries, our expertise can be tailored to effectively manage any challenge related to workforce health, productivity, and absence.



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