Telephonic Case Management

How to Save a Life

Meet Beverley Brown, RN, CRRN, CCM

Beverley Brown, RN, CRRN, CCM, has enjoyed an extensive career in health care that spans more than 30 years — the last 15 as a case manager. She employed her excellent critical thinking skills to uncover an undiagnosed condition that could have resulted in deadly consequences for an injured worker.

The case

Brown was assigned a workers' comp case involving a police department aide who had been diagnosed with reflex sympathetic dystrophy (RSD) of the ankle five weeks earlier. Despite staying compliant with her treatment, the worker's condition was deteriorating.

Case Management Impact

In reviewing a photo of the injury site, Brown noticed the injured worker had developed cellulitis in her lower extremity. She immediately instructed the injured worker to seek emergency care. It was soon determined that the woman had developed non-work-related deep vein thrombosis, a serious clotting condition. Brown's quick actions allowed the woman to receive treatment just before the condition became systemic and potentially life-threatening.

Outcome

At one point during the patient's recovery, a treating physician had indicated it was unlikely the injured worker would be able to return to work. This would've caused extreme hardship to the injured worker, who loved her job and would have lost her pension and retirement benefits. Brown intervened, ensuring the worker received the appropriate treatment and consulting the employer about a return-to-work plan. Through Brown's efforts, the injured worker returned to work full duty with no restrictions and has reached maximum medical improvement with no impairment rating. During a claim review, the employer recognized Brown for her outstanding handling of the case and her dedication to the injured worker's wellbeing.

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