

Empowering the Injured Worker to Improve Case Management Outcomes

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Nurse Advocate



Session Objectives

01

Discuss the impact of illness or injury on the injured worker

02

Explain patient engagement strategies

03

Show outcomes that case managers can achieve through patient engagement

Impact of Injuries on the Injured Worker

- An injury can change a person's life in an instant
- Injuries affect workers not only physically, but also psychologically. The psychological effects of a physical injury can manifest in anxiety, post-traumatic stress disorder (PTSD), and other types of mental stress injuries.
- The Injured worker can have difficulty in performing simple activities of daily living, impacting home life even more than work: Job loss, symptoms of depression, and family disruption are common.



Impact of Workers Comp Injury (cont.)

- One to 4 years post-claim study showed workers who sustained an upper extremity injury had:
- Persistent symptoms severe enough to interfere with work (53%)
- Impact on Home/recreation activities (64%)
- Sleep (44%).
- Job loss was reported by 38% of respondents, and depressive symptoms by 31%.
- So how do case managers address these issues?
- Source: American Journal of Industrial Medicine 2020 <https://pubmed.ncbi.nlm.nih.gov/11025491>

Patient Engagement

Engaged patients who take an active interest in their own care can influence their health outcomes enormously, but they cannot do it alone. Clinical expertise and appropriate guidance from the entire care team is essential.

And, while the right technology will facilitate the flow of information and achieve efficiencies, it cannot replace the human interaction required for the most meaningful and effective engagement – care teams and patients working together to improve health.

Source: [Patient Engagement Is Personal: How to Help Injured Workers Help Themselves - Healthsystems](#)

Patient Engagement

- Describes the process of actively involving patients in their own healthcare.
- Includes patient education, sharing decision-making, self-management, and partnering with healthcare providers.
- Is an important aspect of healthcare strategies to achieve the triple aim improving population health and the patient experience, while also reducing the cost of care.



Terminology

- **PATIENT EXPERIENCE =**
 - The sum of all interactions that influence patient perceptions across the continuum of care
- **PATIENT EMPOWERMENT =**
 - Shifting authority or power to patients so they can make more informed healthcare decisions
- **PATIENT ACTIVATION =**
 - The knowledge, skills and confidence a person has in managing their own health and care
- **PATIENT ENGAGEMENT =**
 - The knowledge, skills and confidence a person has in managing their own health and care

Source: <https://rxinformer.healthsystems.com/article.php?id=206>

Tools impacting Patient Engagement

- Patient Portals
 - Telemedicine, allows patients and providers to meet virtually from remote locations
 - Remote health monitoring apps, including “wearables,” which enable remote tracking and reporting of patient medical data
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- Social media networks used to educate patients about diseases and treatments and as a platform for affected individuals to share information and support
 - Mobile apps for patient education and awareness

THE HUMAN ELEMENT

- Human interaction and communication between clinicians and patients are essential to better patient engagement.
- According to a survey of healthcare clinicians and administrators by the New England Journal of Medicine, the two tactics that are most effective at improving patient engagement are:
 - **Clinicians spending more time with patients and shared decision making.**



Influencers of Patient Engagement

- Effective patient engagement requires participation from the entire care team, including:
 - Adjustors
 - Case Managers
 - Clinical staff partners, such as Physicians
 - Therapists
 - Pharmacist (PBM)
 - Employer
- The participants and manner of engagement should be determined by focusing on areas that will reap the greatest benefit to patients



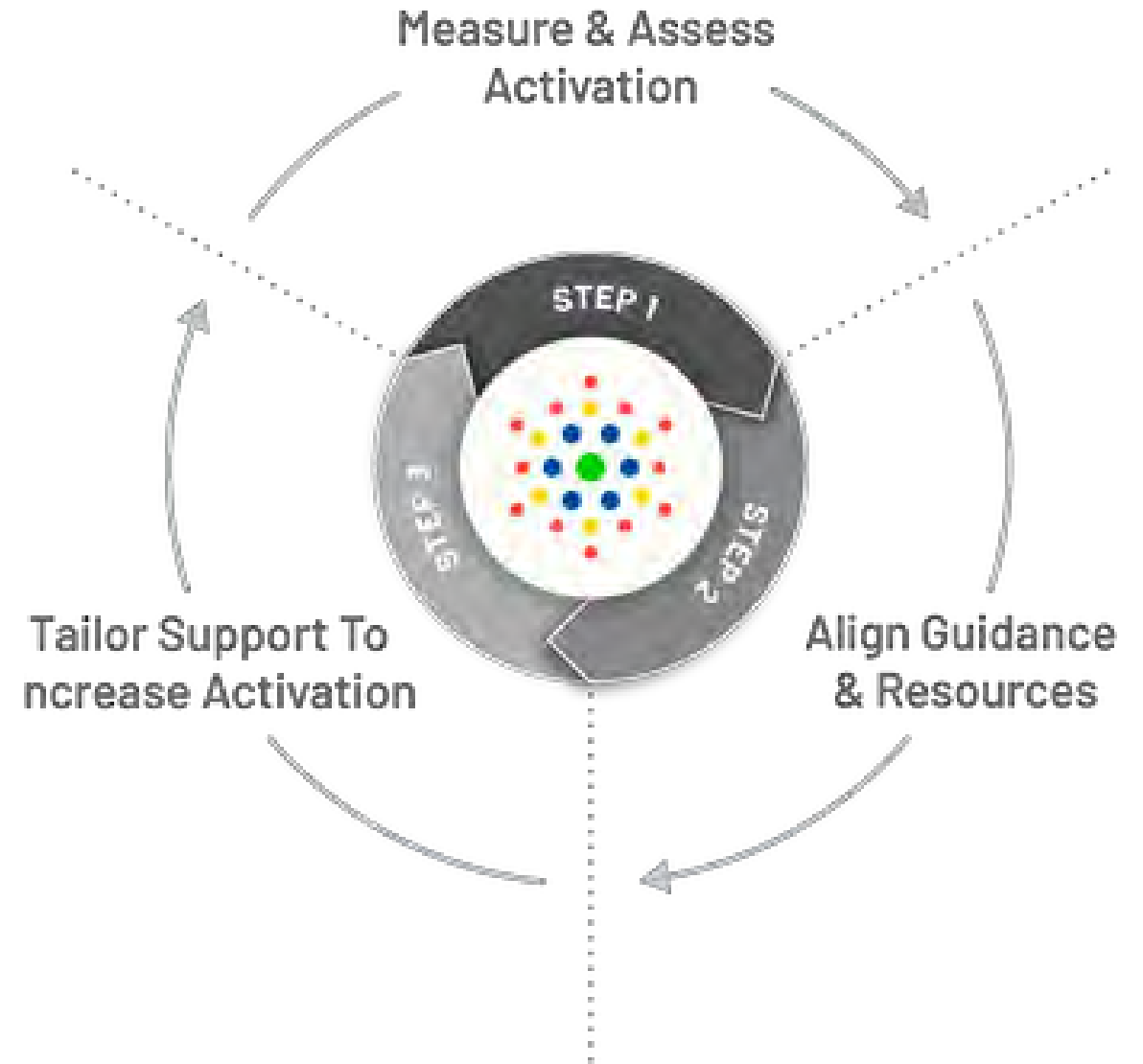
Motivation Interviewing

- Motivational Interviewing (MI) is an evidence-based treatment used by providers all around the world to explore clients' ambivalence, enhance motivation and commitment for change, and support the client's autonomy to change.
- Motivational Interviewing provides an environment with respect for clients, worth in what they contribute to the discussion, consideration of their autonomy and volition to change (or not change), and an understanding of their readiness for change.

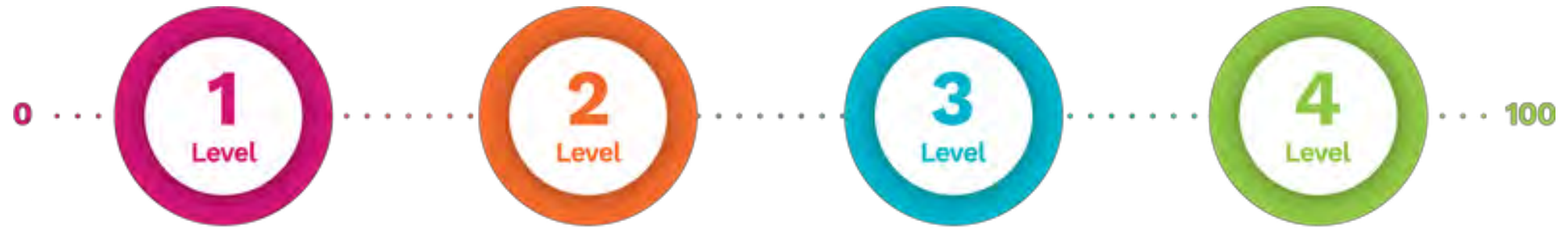


Patient Activation

- Controlling costs and achieving health care quality improvements require the participation of activated and informed consumers and patients.
- The Patient Activation Measure® is a 10- or 13-item survey that assesses an individual's knowledge, skills and confidence integral to managing one's own health and healthcare.
- Patient Activation Model:
<https://www.insigniahealth.com/pam>



Patient Activation Scores



Disengaged & Overwhelmed

Individuals are passive and lack confidence. Healthcare knowledge is low, goal orientation is weak, and adherence is poor.

"My doctor is in charge of my health."

Becoming Aware But Still Struggling

Individuals have some healthcare knowledge, but large gaps remain. They believe health is largely out of their control but can set simple goals.

"I could be doing more for my health."

Taking Action & Gaining Control

Individuals have the key facts and are building self-management skills. They strive for best practice behaviors and are goal-oriented.

"I'm part of my health care team."

Maintaining Behaviors & Pushing Further

Individuals have adopted new behaviors but may struggle at times of stress or change. Maintaining a healthy lifestyle is a key focus.

"I'm my own health advocate."

Case Management Outcomes Resulting from Patient Engagement

- Reducing Medical Costs and Lost Time
- Speeding return to work
- Improving adherence to medication and treatment
- Improving adherence to the plan of care
- Builds trust, which is an important predictor of better health outcomes for workers' comp patients.
- Reduces Attorney Involvement
- Patient health knowledge is enhanced through engagement, which not only contributes to initial healing, but carries over to assist with general wellness.
- Improved patients' and care team members' satisfaction levels are positively impacted by successful collaboration.



Resources

- Case Management Standards of Practice: www.cmsa.org/sop
- 21 Patient Engagement Tools Your Care Team Need: <https://welkinhealth.com/patient-engagement-tools>
- Patient Education and Engagement: <https://www.ahrq.gov/health-literacy/patient-education/index.html>
- Development of the Patient Activation Measure (PAM): Conceptualizing and Measuring Activation in Patients and Consumers
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1361049>
- Comprehensive Motivational Interviewing Training: <https://ncpa.org/comprehensive-motivational-interviewing-training>
- Patient Activation Model: <https://www.insigniahealth.com/pam>
- Patient Engagement and Patient Activation: https://www.cfc.com/wp-content/uploads/2019/01/PATIENT_ACTIVATION_FINAL_WEB.pdf
- Humanizing Healthcare: Hardwire Humanity into the Future, MD, MBA <https://www.amazon.com/Humanizing-Healthcare-Hardwire-Humanity-Future/dp/1264267274>
- Workerscompensation.com e-newsletter for the WC Industry
- Joe Paduda: Managed Care Matters e-newsletter for the WC Industry <https://www.joepaduda.com>

Thank You

- Let's hear from you.....how do you engage patients in your practice?
- What outcomes have you seen?
- Any questions
- Check out the resources
- Reach out to me
- Anne Llewellyn via email at allewellyn48@gmail.com

THANK YOU

We hope you enjoyed this session. Please enjoy a 15-minute Networking Break. Coming up next:

**“TODAY in Tennessee (part 2):
The Workers’ Compensation Review: Negotiating
and Settling the Claim”**



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