Catastrophic Case Management

From Tragedy to Triumph

Meet Charlene Ramsey, RN, BSN, CCM

When Charlene Ramsey, RN, BSN, CCM, is assigned to a case, injured employees are getting one of the industry's most experienced and exceptional case managers. Thirty years of case management has prepped Ramsey for taking on some of the most challenging catastrophic cases.

The case

A 37-year-old flight paramedic survived a helicopter crash in a rugged mountain terrain. Despite sustaining multiple injuries including fractures to his legs, shoulder blade and ribs as well as severe chemical burns, the paramedic quickly attempted to save a dying coworker before attracting the attention of aerial rescue teams by using a flashlight. He was soon airlifted to a local trauma center, where he quickly underwent extensive leg surgeries.

Case Management Impact

Ramsey was assigned to the case and quickly met with medical staff, family and the claimant to coordinate a timely pre- and post-op treatment plan for multiple surgeries. Tragically, the man would be the sole survivor of the crash. Noting his past history of PTSD from prior military experience, Ramsey ensured additional psychological protocols were included in the care plan. As the injured worker progressed, Ramsey ensured a seamless transfer to an inpatient rehabilitation facility where he continued to recover until he was deemed safe for discharge. She then coordinated and attended all outpatient appointments with multiple specialty providers, developing a successful graded return-to work-plan.

Outcome

Ramsey's work on this case resulted in wage replacement savings of more than $30,000. With her support and guidance, the claimant also continued his education to become a registered nurse, which he successfully completed five months before maximum medical improvement. Despite multiple serious injuries and treatment, the claimant returned to work far ahead of Official Disability Guideline estimates. Today, he works as an RN at the trauma center where he was treated. For their remarkable accomplishments, Ramsey and the claimant were recognized by the Arizona Workers' Compensation Claims Association with the Rehabilitant of the Year

Award.

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