Catastrophic Care Case Management Project – Update October 2017

- As of September 30, we have had 272 catastrophic claims in the Occupational Health Management System (OHMS)
  - 44 of these have closed (16%)
- External Nurse Case Management (NCM)
  - 5 firms signed, able to accept and manage claims
  - Continued assignment of NCMs to claims
  - 143 / 272 claims with NCM assignment (53%)
  - Reviewed work products by firm, compared to contractual requirements and bills
- Internal Referral Team
  - Team of 1 ONC: 2 claims managers (CM) dedicated to these claims
  - Using OHMS to develop reports
- Care Coordination / Discharge Planning
  - Integrating progressive goal attainment program (PGAP) into process of care, 6 months post-injury
  - Occupational nurse consultant (ONC) team met with Harborview discharge planners to discuss communication process improvement
    - Finalizing discharge planning gap analysis
- Centers of Excellence (CoE)
  - CoE for Burns (Harborview) is accepting referrals
    - 14 referrals accepted
  - CoE for Amputees (Harborview) continues to accept referrals
    - 30 referrals accepted
  - Discussions with key stakeholders re: possible targeted interventions for other injury types
- Evaluation
  - UW research team continues to enroll patients and administer surveys
    - Enrollment to continue through April 2018
  - 6 month interview of CoE for Burns and 18 month interview of CoE for Amputations taking place in November