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Recent Member Success Stories

It's an unmatched level of service and support that has set NYCM apart from other workers' compensation administrators. More than 75 people make up a team of skilled professionals that help **take the work out of workers' compensation**.

Our new **SHAPE Transitional Return-to-Work Program** is helping Trust Members get their injured workers back to transitional work as soon as possible, which in the long run helps the employer, employee, and the trust. We have created this section to highlight some of these NYCM SHAPE Success Stories.

Our Trust Members Get Results

- **Due Diligence Shows Value \$\$** (by Dee Brown RN, CCM)
- **Prompt Action by Nurse and Member Returns Employee to Work - Fast!** (by Lori Hood, RN, Nurse Case Manager)
- **Modified Duty Makes Early Return to Work a Reality** (by Shelby Spagnola, RN, BSN, Nurse Case Manager)

- **Knee Injury Sidelines Electrician - But Not for Long!**

Neal the Electrician suffered a complex tear to the meniscus on his knee and it looked like he would be out of work for about 2 months per standard medical guidelines. Neal and his employer worked closely with **NYCM Nurse Case Managers** and the Physical Therapist to realize a successful early return to work and reduced the time away from his job by 22 days! (Shelby Spagnola RN, BSN)

Total Rehab Paid:	\$508
Total Cost Savings by ERTW:	\$2340
Total Number of Days Saved:	22
Actual Days Away from Work:	6

- **Crane Operator Gets Lift from SHAPE**

Bob the Loader/Crane Operator received a contusion and fracture to his foot and was looking at 40 days out of work. NYCM Case Mangers partnered with the Orthopedic Doctor, the employee and Member to get a release to FULL DUTY 25 days ahead of schedule. (Shelby Spagnola RN, BSN)

Total Rehab Paid:	\$175
Total Cost Savings by ERTW:	\$1480



Total Number of Days Saved: 25
Total Days Away from Work: 15

• **Welder Gets Proper Treatment and Returns to Work Early**

Joe was using a magnetic drill when it slipped causing Joe to reach for the tool and instead his finger was caught in the machinery he was working on causing a partial amputation to a finger. NYCM Nurse Case Managers worked with the Orthopedic Hand Surgeon to ensure proper medical treatment was provided and to properly assess the worker's physical capabilities. This teamwork allowed Joe to safely return to work FULL DUTY as authorized by the surgeon after being out of work only 20 days instead of 42.
(Mary Ellen Wolfe, RN)

Total Rehab Paid: \$ 224
Total Cost Savings by ERTW: \$1093
Total Number of Days Saved: 21
Total Days Away from Work: 20

• **Member gets Moving Fast on RTW**

It didn't take long after a meeting with Loss Prevention Consultants for top managers at a multi-location industrial sales and service company to realize just how much time, money and effort could be saved through TRTW using **SHAPE**.....

Nurse Case Management had just been in touch with company managers one week before a scheduled LP meeting and they indicated they couldn't accommodate RTW.

LP consultants were out to the member the next week to discuss safety measures that included ways injured workers could be better served by the company (and vice versa) through the proactive program **SHAPE** which was free to members.....

The following week 2 injured employees are back at work - one at full duty and one transitioning back to his old job.

[Savings to be determined.....!](#)

(Mark Balduzzi - Michelle Leroux, LP Mary Ellen Wolfe, RN)

• **Team Effort Ensures TRTW and Prompt Medical Care**

The 44 year old tenured window installer duties include lifting, twisting and bending to present to the worker a combination of "risk factors" that contributed to a lower back injury. The NYCM In-House Nurse Case Manager acting as a Field Nurse Case Manager as well made sure she was present when the worker met with his neurosurgeon - additionally the NCM scheduled a meeting with the member after it was reported that there were no transitional duty assignments available. The NCM worked with the member to educate them on RTW and get a modified duty assignment created and promptly into the hands of the medical provider. The new assignment required no physical lifting as it consisted of value-added work as a window job estimator.

Bottom Line: the member, employee, and medical provider all were educated on the benefits and means to accomplish TRTW and all participated effectively in making it happen guided by the NYCM NCM. (Mary Ellen Wolf, RN)

- **Injury Recovery Begins as Safety Project Coordinator!**

Repair Technician for material handling equipment company suffered 2 elbow fractures from a ladder fall that necessitated surgery on his dominant arm. This would have required an extended recovery period well over 42 days but the receptive employee and employer worked with the Field Nurse Case Manager and medical provider to establish a early medical release into a temporary transitional position as a Safety Project Coordinator.

The employee assignment is to help the member update and refine their existing safety policy and procedures to further reduce loss frequency and severity.
(Mary Ellen Wolf, RN)

- **Nurse's Skill Results in Better Service - and Lower Cost!**

A 52 year old union laborer's 10 ft fall from scaffolding resulted in lumbar disc herniation and another bulging lumbar disc requiring the worker to undergo a costly disc decompression procedure. The original cost proposal called for \$10,356 to insert two levels of heated probes into the lumbar discs in order to relieve compressive forces on the spinal column. The nurse case manager, having had extensive experience in understanding actual medical procedure costs, negotiated the probe device costs to \$3500 with **NO** quality of care loss for the injured worker. Medical cost savings of \$6,856 were realized which in turn reduced the *severity* of the claim for the member experience factor as a bonus..
(Stephanie Skardinski, RN)

A selected note from one member.....

"... I WOULD JUST LIKE TO TAKE THE TIME TO THANK YOU AND YOUR STAFF FOR THE EFFORT THAT WAS PUT IN TO THE SHAPE PROGRAM.THE SIGNIFICANT ITEM IS THAT THE TOOLS THAT YOU MADE AVAILABLE WILL MAKE ALL OUR OPERATIONS THINK OF SAFETY AND WILL ENHANCE THE PRODUCTIVITY OF EVERY INDIVIDUAL WHO HAS THE RESPONSIBILITY OF SAFETY! WHICH INCLUDE NOT ONLY DIRECT LABOR BUT THE COMPLETE MANAGEMENT TEAM AND OWNERS . I HOPE TO WORK WITH YOU IN STREAMLINING THE PROGRAM TO FIT MY OPERATION."

Tony Z. Special Trades Trust Member 8-29-06

