

A yellow hard hat is the central focus, resting on a light-colored floor. In the background, a person wearing a white shirt and a green safety vest is lying on the floor, suggesting a workplace accident. The scene is set in an industrial or warehouse environment with wooden pallets and yellow safety bollards visible. A semi-transparent dark grey banner is overlaid across the middle of the image, containing the text 'CASE STUDY | Resolution 360'.

CASE STUDY | Resolution 360

# Resolution 360 Program Case Study

## OVERVIEW

**Injured Worker:** Male, 22 years old  
**Date of Injury:** 11/12/2013  
**Injury Description:** Compensable motorcycle accident  
**Co-morbidities:** Obesity

### **Diagnosis at time of injury:**

- Blunt abdominal trauma
- Superior mesenteric artery (trunk) injury
- Multiple liver laceration, up to grade 3
- Splenic laceration, grade 4
- Kidney laceration, right
- Spigelian hernia
- Fracture of nasal sinus
- Zygomatic arch fracture
- Fracture of sphenoid bone
- Orbital floor fracture
- Ribs, multiple fractures

# Resolution 360 Program Case Study

## TIMELINE

### 02/03/14 Field Case Manager (FCM) assigned to file

#### Summary of initial FCM Report:

- Injured Worker (IW) in constant pain, secondary to his multiple wound dehiscence
- IW did not appear as a normal young man. Because of this fact, IW did not attempt to wear normal clothing. He had an altered body image along with loss of self.
- IW was confined to his home.
- Treatment center overseeing care was only open one day per week for a couple of hours. As a result, IW was ending up in the emergency department approximately 3 times per week in addition to weekly visits to the treatment center.
- No treatment plan was in place and treatment center did not know how to treat IW complex condition once he stabilized.
- IW had not yet been transitioned to Total Parenteral Nutrition (TPN) 24/7.
- IW was receiving home health services along with physical therapy in the home.
- IW's mother was utilizing her family medical leave to provide much of the necessary care at home.
- IW was unable to drive due to medical condition, his severe pain, 24/7 TPN, along with jejunostomy tube in place with a Foley. IW parents were attempting to provide transportation to his appointments.

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**02/07/14** FCM arranged for transportation to follow up appointment, relieving family of the responsibility, avoiding time off from work for them.

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**02/25/14** FCM called in a favor and arranged for an evaluation with a new physician, Dr. E. Doctor was in agreement that a transition of care was required and was able to facilitate an evaluation by Dr. R (general surgeon) and Dr. A (family practice/internal medicine).

# Resolution 360 Program Case Study

## TIMELINE SUMMARY

- Multiple **hospital visits**
- Multiple **surgeries**
- Successful transition from **TPN** – 24/7 to 5 days a week with further reductions planned
- Management of **nutrition**
- Participation in **physical therapy**
- Development of an **exercise regiment**

# Resolution 360 Program Case Study

## ACCOMPLISHMENTS

- According to IW physicians and family members, without interventions and transitioning IW away from initial treatment center, **he most likely would not have survived.**
- TPN has not only been decreased, **2 days** of need have been **eliminated** thus far.
- All of IW's multiple areas of dehiscence have **healed.**
- Surgical intervention by Dr. R has allowed IW to gradually return to a **normal quality of life.**
- IW is currently **attending community college** for vocational retraining with a goal to obtain his Associates Degree and Bachelors Degree.
- Anticipated in early 2016, FCM to work with the school to obtain an **internship program for IW.** Once completed, the school will help IW with placement of position.
- IW attends **physical therapy** 4-5 times/week.
- IW current weight is 200 pounds. Next weight goal is 180 pounds. **IW is no longer classified as obese,** is more fit and is working hard at improving overall health.

# Resolution 360 Program Case Study

## ACCOMPLISHMENTS *(continued)*

- FCM is working with IW concerning **nutrition**, vitamins, minerals, iron, etc. through foods, along with working on the order of eating and proper fluid intake.
- IW's **medical condition** has **improved** and is anticipated to continue doing so.
- IW's mother **can now work full time** without providing nursing care and is no longer on medical leave.
- IW can now **drive himself** to his medical appointments, vocational rehabilitation program, etc. IW is **independent** in his medical treatment needs, freeing up his parents completely.
- IW has reported **gratitude** for the care he has been provided and for the opportunity for vocational training.

# Resolution 360 Program Case Study

## NEXT STEPS

- Medical team (FCM with physicians) is working on a **proactive plan** to decrease the incidents of sepsis.
- **Goals include:** within the next year to be off the TPN completely and within the next 9 months to decrease the use of Gattex to a vial a day, eventually decreasing to a vial every other day.

# Resolution 360 Program Case Study

## IMPACT OF COST PROJECTION SERVICES

- Provided client with the **immediate** ability to set appropriate **reserves** on the claim.
- Provided a **surgical road-map** for both the FCM and treating physicians in terms of the specialty-physician review completed on the claim.
- Served as an **immediate resource** for **pricing** out various treatment scenarios.
- Obtained **accurate assessments** of the claimant's life expectancy based on industrial injuries and co-morbid health conditions.



# Resolution 360 Program Case Study

## COST PROJECTION

	ORIGINAL Cost Projection	REVISED Cost Projection
TOTAL Medical/Treatment Services	\$3,473,216	\$462,574
TOTAL Medications	\$74,026	\$1,180,741
<b>TOTAL Future Medical Allocation</b>	<b>\$3,547,242</b>	<b>\$1,643,315</b>

*Savings based on revised treatment plan:*

**\$1,903,927**

# Resolution 360 Program Case Study

## BILL REVIEW RESULTS

Date Range: 1/1/14 – 12/3/15

Bill Review Results	
Bill Count	627
Total Billed	\$3,455,520
<b>Total Savings</b>	<b>\$1,953,595</b>
Fee Schedule Savings	\$473,278
PPO Savings	\$1,480,317
<b>Total Paid</b>	<b>\$1,501,925</b>
<b>Total Fees</b>	<b>\$296,393</b>
<b>Gross Savings %</b>	<b>57%</b>
<b>Net Savings %</b>	<b>48%</b>
<b>PPO Penetration</b>	<b>49%</b>

# Resolution 360 Program Case Study

## TOTAL CASE IMPACT

- **Collaborative approach** proves successful outcome
- Appropriate physicians identified and successful **transfer of care** facilitated
- Appropriate **treatment plan** established for proactive management of complex care
- Improved **quality of care** for injured worker
- **Optimistic future** for medical care paving way for savings impact through long-term **medical cost projections**
- **Real dollars saved** in creative, aggressive cost containment measures in bill review