**FCM Effect Archives**

**July 15, 2013 — Job Analysis**

An adjuster and a nurse are working with Joe, who is a warehouse worker. Joe is telling his physician that he cannot do his job because it requires a lot of heavy lifting, so the physician does not want to release him. The job description from the employer does not provide details as to what is physically involved. What can we do?

A job analysis involves an evaluation of a specific job in terms of worker functions; methods and techniques employed; physical requirements; machines, tools and equipment used; materials, products, services and subject matter; and worker characteristics needed to perform the job.

Reasons to consider a job analysis:

* The employer’s job description does not provide complete description of physical requirements
* The employer wants to offer a light-duty job and the physician wants to know what the employee will be doing before releasing him/her
* The physician does not have a clear understanding of the job (can also videotape job)
* There is a need to determine if a reasonable accommodation can be made
* There is a question whether the employee will return to work -- job analysis can be used in litigation to support what the job involves
* There may be an opportunity to identify hazards and make recommendations for potential changes
* A videotape of a job may help a physician determine if a job could cause an injury

Send Referrals to FCMReferrals@choosebroadspire.com.

Email [Zane.Tenenbaum@choosebroadspire.com](http://10.129.30.12/elibrary/Zane.Tenenbaum%40choosebroadspire.com) or call 718-454-0976 with any questions.

**May 9, 2013 — Broadspire Peer Review/FCM Coordinated Services**

As an adjuster, I have a claim with an old date of injury where the pain management physician just renews the same long list of medications, including multiple opioids and narcotics, month after month with no end in sight! Every report looks identical to the one before! How can I get him to taper the injured worker (IW) off these meds?

A request can be made to the FCM department to assist in facilitating a referral to our Physician Review Service (PRS). Once the FCM determines what is needed as far as referral criteria being met, s/he will complete an electronic referral to the PRS department. The FCM will scan and attach all pertinent medical information, along with selecting the appropriate questions for the physician to address.

Categories of questions for selection include:

* Causality Issues
* Diagnostic Image Interpretation
* Functional Impairment Status
* IME Issues
* MMI/Impairment Rating Issues
* Medication Review Issues
* RTW Issues
* Treatment Plan Issues

A peer-to-peer conversation can also be requested, providing the physician reviewer an opportunity to discuss in detail the rationale for the medication regimen, treatment plan, RTW, etc. with the treating provider and discuss alternative treatment plans, if appropriate. The FCM obtains the current contact information and availability of the treating provider to best ensure contact takes place.

An FCM can also be assigned to meet with the treating provider once the review and conversation have taken place to provide reinforcement and follow up on any agreed-upon modification to the treatment plan. This provides the adjuster an ability to determine if the treating provider has acted upon the agreed treatment plan and further emphasizes Broadspire’s focus on an effective, proactive strategy in managing the case.

If you have any questions, please contact:
Jill Reichel (847.517.3139 / jill.reichel@choosebroadspire.com) or
Holly Shollar (954-693-1017 / holly\_shollar@choosebroadspire.com )

If you have a referral, please submit it to: FCMReferrals@choosebroadspire.com

**April 19, 2013 — FCM Ergonomic Services**

You have a claim for a customer service representative at a bank who is reporting pain in her shoulder and elbows with occasional numbness.

**Getting treatment for her symptoms is only part of the solution. If she continues to work, or returns to work, her symptoms can recur if she does not make changes in her daily life.** She may have developed an awkward posture while performing repetitive motions using the keyboard or mouse, or she may have contact stress. An ergonomic assessment can help determine if alternative equipment may be needed such as a keyboard tray or if rearranging the work station will relieve her pain.

Steps involved in an ergonomic assessment:

* The ergonomic specialist observes how the injured worker is using the work station to determine where the issues are.
* The ergonomic specialist makes adjustments that can immediately be made to the work station.
* The ergonomic specialist educates the injured worker regarding better postures to relieve symptoms and simple stretching exercises
* The ergonomic specialist may recommend equipment so the worker can adjust his or her work station to her body
* When appropriate, a second visit with the injured worker is scheduled to make sure he or she is using the new equipment properly.

If you have any questions contact Zane Tenenbaum at 718.454.0976 or via email at:Zane.Tenenbaum@choosebroadspire.com

If you have a referral, please submit to: FCMReferrals@choosebroadspire.com

**April 11, 2013 — Broadspire’s Catastrophic (CAT) Case Management Program**

A January 2013 referral to Broadspire CAT services for a traumatic foot amputation following a work injury resulted in:

* Coordination of hospital transfer
* Support to injured worker and family during multiple surgeries, debridements, skin grafts, including locating a local amputee support group
* Rapid timely updates to adjuster during acute hospitalization
* Coordination of home health services through Broadspire Vendor for cost-effective home care needs
* Anticipated RTW options discussed with employer

This is just one example of how our timely response to referrals for catastrophic injuries has been shown to significantly impact the outcome, enhance rapport with all parties, and expedite the return to work process. CAT case management provides education, family support, and services to expedite the recovery process by removing obstacles.

Through Broadspire’s CAT program, we strive for early intervention. A 24-hour referral line means we rapidly delegate the assignment. The Broadspire CAT case manager makes immediate contact with all parties to assess status, offer support and education to family members, and expedite communication.

**To submit a referral, contact Broadspire’s 24-hour CAT referral line:**800-596-1686

**For questions or additional information, contact Barbara Arnold at:**239-353-1062

**March 14, 2013 — Liability Service**

*Q: A liability or workers compensation adjuster has identified a claim with medical costs higher than expected and treatment doesn’t appear to be related to the mechanism of injury.  What can I do?*

A: **Broadspire FCM Liability Services**. Our specially trained FCMs provide services to adjusters including an evaluation of medical records and bills submitted; a summary of the treatment provided as well as an assessment of the relationship of the treatment to the accident; identification of any issues with causality, duration of treatment and disability; and finally, designation of any mitigating circumstances that impact the accident or treatment provided.

**Liability Services**

* Medical Record Chronology/Timeline
* Medical Record Chronology with Analysis
* Vocational Services (Wage Loss Assessment)
* Physician Review

**Send your referrals to:**FCMLiabilityServices@choosebroadspire.com

**For questions or additional information contact Jill Reichel, FCM Regional Manager:**847-517-3139