



# Crisis care

*Focusing on what matters most after a catastrophe*

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In the midst of a catastrophic event, employers aren't thinking about everything they'll need to do after the fact. They're busy thinking about the safety of their workers. About the mental well-being of their employees who have experienced a trauma. About how to care for the immediate needs of their team, while keeping their business running.

Where, then, can employers find specialized, clinical expertise in the aftermath of a workplace tragedy? A program that brings together all available services to address complex clinical needs – through a singular touchpoint – can help ensure everyone involved receives the guidance and support they need. A crisis care program, with its end-to-end solutions, provides access to specialized resources that will assist employers and claims professionals through any complex event, ensuring the best possible outcomes.

## **A TANGIBLE NEED**

It's an unfortunate fact, but the world we live in today necessitates such a service — crisis events have become an overarching, universal issue. We're seeing more workplace violence than at any point in history. More extreme weather. More catastrophic injuries and complex clinical situations. As a result, there's a tremendous amount of information to gather and resources to coordinate. Timing is important, as is thinking about the total well-being of the individuals involved.

A crisis care program will bring in a specially trained nurse to assess the situation, including the needs of injured employees, their families, affected coworkers and the employer, and coordinate the response. They will deploy the appropriate resources, such as on-site nurse case managers, physician advisors, on-site mental health experts and specialized medical equipment experts, and will stay on until the impacted individuals — and the situation — is considered stable.

In a catastrophe that involves an amputation, for example, crisis care can offer a more specialized, proactive approach by quickly providing resources for durable medical equipment. The crisis care nurse engages specialized medical equipment experts early on to assess the injury, provide equipment recommendations and ensure delivery at the right time in the recovery process.





A crisis care program can provide end-to-end solutions, ensuring everyone involved with an incident at work gets the help they need.

## Crisis care nurses put a plan into place that:

**Promptly engages a field case management nurse** who will gather information regarding the injury and the status of the injured worker, provide ongoing case management and coordinate discharge from the hospital.



**Provides emotional support** to the employee's family, explaining the prognosis and planned treatment, and offering reassurance that their loved one is receiving the best care.

**Dispatches on-site trauma counselors** and consultants who will provide customized behavioral health solutions to support employers and their employees after traumatic, violent or mass casualty workplace events.



**Accesses specialized medical equipment experts** for trauma or complex injury cases to proactively identify needs and ensure timely delivery of necessary and cost-effective options.

**Coordinates medical evacuation** from remote regions.



**Transfers injured workers** to top-tier healthcare facilities as needed.



**Engages physician advisors** to consult with treating physicians, ensuring injured employees receive the best possible care for their injury.



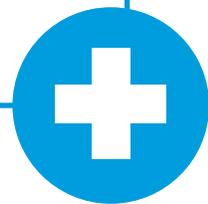
## CARE WHEN IT MATTERS MOST

Through the Sedgwick crisis care program, we have helped clients during some of their most critical times. Here are just a few of our stories.

**A traumatic brain injury.** A client reached out to the Sedgwick crisis care team when one of its employees suffered a traumatic brain injury on the job. The injured worker was on a ventilator and would need coordination to transfer to an appropriately equipped rehabilitation facility. Our crisis care nurse provided a list of Centers of Excellence for his care and contacted the worker's family to provide an additional layer of support. He's currently continuing his rehabilitation and is on the road to recovery.

**A frightening fall.** An employee sustained traumatic leg injuries from a fall. After a difficult rescue, the worker's left leg up to the hip joint was amputated; there was additional trauma to the right leg which was subsequently amputated as well. The crisis care nurse dispatched a field case manager to the hospital within an hour to assess the injuries, manage the case and provide support to the family. She also engaged specialized medical equipment experts to proactively identify medical equipment needs for this type of amputation, and reached out to the injured worker's family to provide an additional layer of support. After some time with an inpatient rehabilitation unit for prosthetic training, the injured worker transitioned from hospital, to inpatient rehabilitation, to home in just three months.

**Gun violence.** When two employees were shot during a store robbery, a client contacted our crisis care team for evaluation and triage. After a quick investigation, the crisis care nurse was able to locate the employees under trauma aliases in the hospital and track their progression; both were admitted and had successful surgeries.



## SPECIALIZED AND PROACTIVE SUPPORT

Employers who implement a crisis care program have the comfort of knowing a specially trained nurse is available to ensure their employees and other impacted individuals get the care they need, when they need it most. By aligning these resources in advance, there's a measure of reassurance that you are prepared if a catastrophic event occurs; one call prompts a coordinated crisis response and sets appropriate resources into action.

The good news is, if your organization uses Sedgwick's field case management program, you already have access to our crisis care services. To learn more about the program or to enroll, reach out to your Sedgwick client services director.



One call to Sedgwick's crisis care hotline connects employers to a crisis care nurse who can deploy the appropriate resources.