

# Surgery preparedness

As non-urgent surgeries resume, it is important for injured workers facing surgery to stay connected with a surgery nurse who can help them take steps to prepare for surgery and improve their recovery.

The surgery nurse provides pre-habilitation activities to ensure employees stay healthy and in optimal condition going into surgery in order to achieve the best outcomes. The surgery nurse will also work with treating providers and Sedgwick's network partners to promote early scheduling for surgeries, helping to avoid backlogs and delays at surgical centers that have resumed non-urgent surgeries.

Workers' compensation claims involving surgery typically cost nine times more than non-surgical claims and take longer to close. When an injured employee is engaged in their recovery, before and after surgery, it can reduce the likelihood of costly complications, improve recovery times and facilitate a safe, healthy return to work.

Being told that surgery is needed can be a chilling experience for most people. Often, surgery is complicated by pre-existing conditions such as obesity, diabetes or hypertension. Sedgwick's surgery nurse services help manage high cost surgical claims more effectively by proactively engaging injured employees. This unique solution provides dedicated nurse resources and technology to help injured employees take steps to prepare for surgery and improve the recovery.

When an operation is authorized, the surgery nurse will contact the injured employee to assess their health literacy, set expectations and identify any red flags that could impact their recovery. The nurse also sends the employee's treating physician a letter to introduce the program and notify them about the exercises and well-being guidance.

## How it works

### Pre-habilitation

Using their computer or mobile device, the employee will receive brief lessons carefully selected to improve pre-operative physical strength, nutrition and well-being, and address issues related to smoking cessation and home readiness.

### Rehabilitation

The nurse documents strengthening exercises and improvements. The exercises and well-being guidance continue after surgery to support recovery efforts. The nurse also screens the employee for risks in areas such as opioid use, delayed recovery and the perception of serious pain.

## Key results

After comparing surgical claims with and without our surgery nurse program, claims where these services were used achieved the following results for our clients:

<b>15%</b>	decrease in average incurred costs	<b>20%</b>	less physical therapy costs
<b>14%</b>	less temporary total disability days	<b>59%</b>	less pharmacy costs

In addition, the average time to return to work at normal duty for claims with a surgical nurse is 30 days; this is 32% less than the Official Disability Guidelines' 70th percentile.

Sedgwick's surgery preparedness solution helps injured employees facing surgery to be better prepared physically and mentally, and to confidently steer themselves toward a faster recovery.



Contact Sedgwick today to learn more about our surgery preparedness services.

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