

Surgery preparedness

With the postponement of non-urgent surgeries, it is more important than ever for injured workers who are awaiting surgery to stay connected with a surgery nurse.

The surgery nurse will provide prehabilitation activities to ensure the employee stays healthy and is in optimal condition going into surgery in order to achieve the best outcomes. The surgery nurse will also work with the treating provider and Sedgwick's network partners to promote early scheduling for surgeries, helping avoid the backlog and delays that will occur once surgical centers reopen.

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 will also send the employee's treating physician a letter to introduce the program and notify them about the daily exercises and well-being guidance.

How it works

Pre-habilitation

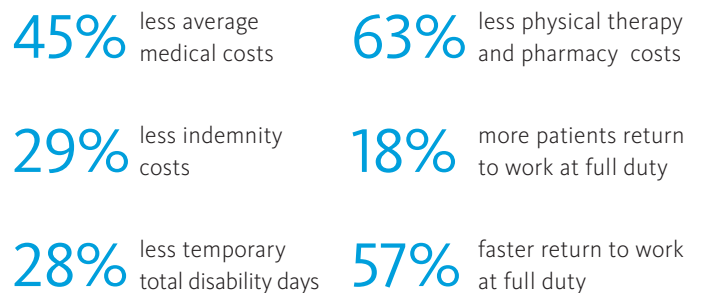
Using their computer or mobile device, the employee will receive brief daily lessons carefully selected to improve pre-operative physical strength, nutrition and well-being, and address issues related to smoking cessation and home readiness.

Rehabilitation

The nurse documents strengthening exercises and improvements. The daily 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:



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.

- P. 844.997.1892 (weekdays, 8am to 8pm Eastern)
- E. backtobusiness@sedgwick.com