

Success Story



Berkley Industrial Comp Case Study

Below you can follow the story of Fred's workers' compensation claim as it is handled by the RESOLUTION Team. Berkley Industrial Comp is committed to proving timely, proactive solutions by offering personal attention through unparalleled accessibility, expertise, flexibility, empathy and collaboration.



Fred, a haul driver in his mid-40's, was refueling his truck with diesel fuel when fumes were ignited. Flames immediately engulfed him.



Fred was transported to a network hospital where he was diagnosed with 1st, 2nd & 3rd degree burns on his hands, arms and head totaling 13% of his total body surface.



The claim was reported to the RESOLUTION Team - the RESOLUTION Specialist, on-staff nurse and medical adviser reviewed the case.



Narcotics were prescribed initially for pain. the RESOLUTION Team continued to manage the case, carefully monitoring the progress.



A field nurse case manager was assigned to meet with Fred and his family. His status continued to be observed and tracked.



With possible airway burns, Fred was admitted to the ICU. Three days after his accident, he had surgery for excision of full thickness burns and skin grafts applied to the severely burned ares.



Fred was discharged from the hospital **17 days after the accident**. He received home health care and hand therapy to improve the motion of his left hand.



The RESOLUTION Team bench marked the case against ODG/ACOEM* guidelines and best practices. Fred did not have any delayed healing, infection or setbacks during his 85 days off the job.



Optimal outcomes were achieved regarding both the patient's quality of care and medication utilization.



Fred was able to return to his job and more importantly, was able to return to his normal lifestyle.



The **RESOLUTION Team** closed the claim after all therapy was competed and billed.



While work conditioning therapy continued, Fred was able to return to his regular job after 3 months.

The utilization and cost containment initiatives appreciated positive medical outcomes with a total savings of over \$23,000.

Thanks to the open communication between the claimant, physician and the RESOLUTION Team, there was positive forward progression for a successful outcome.



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