



ONE CALL UNIVERSITY

Complex Claims in the Real World:

How One Worker Went from Injured to Empowered

COMPLEX CLAIMS IN THE REAL WORLD

Meet Our Speakers



Jennifer McCarthy, CP
Clinical Review Manager
One Call



William Parker
Founder
Lending A Hand, LLC



Amy Todd, MS, OTR/L, CHT
Clinical Therapy Specialist
Hanger Clinic

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From Injured to Empowered

- While Billy suffered a catastrophic injury in 2007, today he is thriving, with the help of innovative prosthetics and a consistent, dedicated team.



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The Opportunity

- Billy used his workplace injury to help others, starting his own company, Lending A Hand, LLC.
- He is doing all the things he used to do prior to his injury, demonstrating these tasks on his YouTube Channel.



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Course Objectives

- Demonstrate complex cases can have successful results by providing an instructive, real-world look into Billy P's case.
- Appreciate the importance of communication and collaboration amongst all stakeholders throughout the entire care journey.



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Course Objectives

- Understand the role an injured worker plays in their own recovery, emphasizing the need for a positive attitude throughout.
- Inspire the workers' compensation industry by providing an example of how our work and dedication can change lives.



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Providing Support Post-Injury

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Providing Support

- Met Billy in hospital and casted left arm
- Provided preparatory prosthesis at Frazier Rehab Institute
- Shrinkers and preparatory care for right side
- Ongoing prosthetic care:
 - Adjustments
 - Terminal devices
 - New sockets
 - Body power device
 - Technology changes



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Road to Recovery

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Road to Recovery

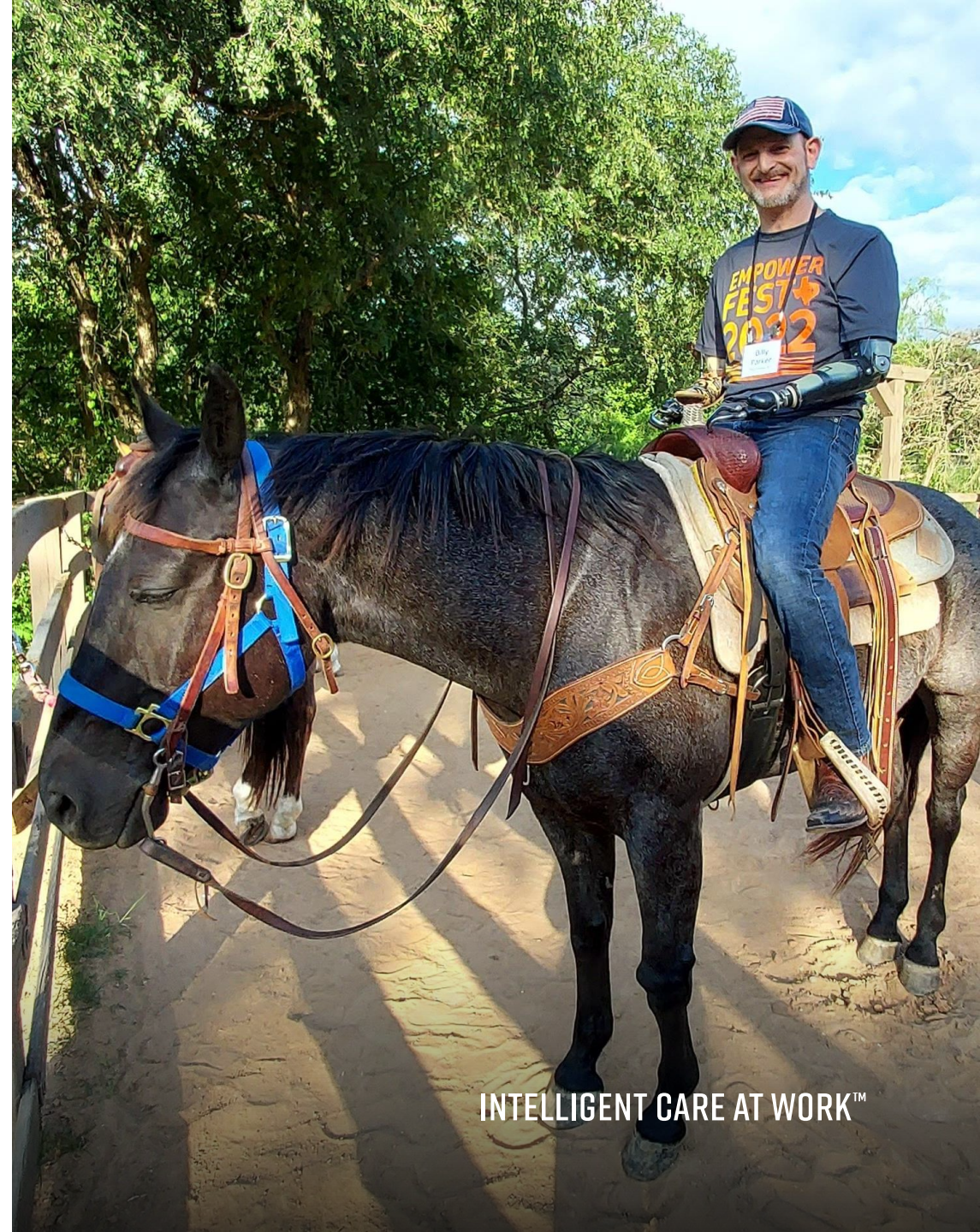
- Collaboration with Billy's care team to establish and progress toward recovery:
 - Communication with MD re: medical POC, precautions, and prescription
 - Communication with case management team re: POC
 - Communication with occupational and physical therapy re: prosthesis design and function



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Road to Recovery

- Early and ongoing involvement in occupational and physical therapy:
 - Independence in ADLs/reduced need for assistance
 - Return to employment early
 - Balance and core strength
 - Education and prevention of overuse conditions



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Lending a Hand

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Lending A Hand, LLC

- Mission: To promote safety awareness in the workplace.
- Positioned to inspire others to respect safety. From the importance of following safety manuals to safety-on-the job, no step should be ignored.
- Emphasizes the importance of determination.
- No matter the level of disability, we can adapt to any situation to live a productive, quality life through the spirit of never giving up.



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Prosthetic Requirements

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Prosthetic Requirements

- Early preparatory fitting
 - Provides path to ADL independence rapidly
 - Helps determine prosthetic devices needed as more independence is gained
- Maintenance, adjustments and repairs
- Equipment and technology changes
- Coordinate with OT and PT services
 - Train use of prosthesis, including technology changes
 - Prevent and remediate overuse conditions



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Quality of Life

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Billy's YouTube Channel



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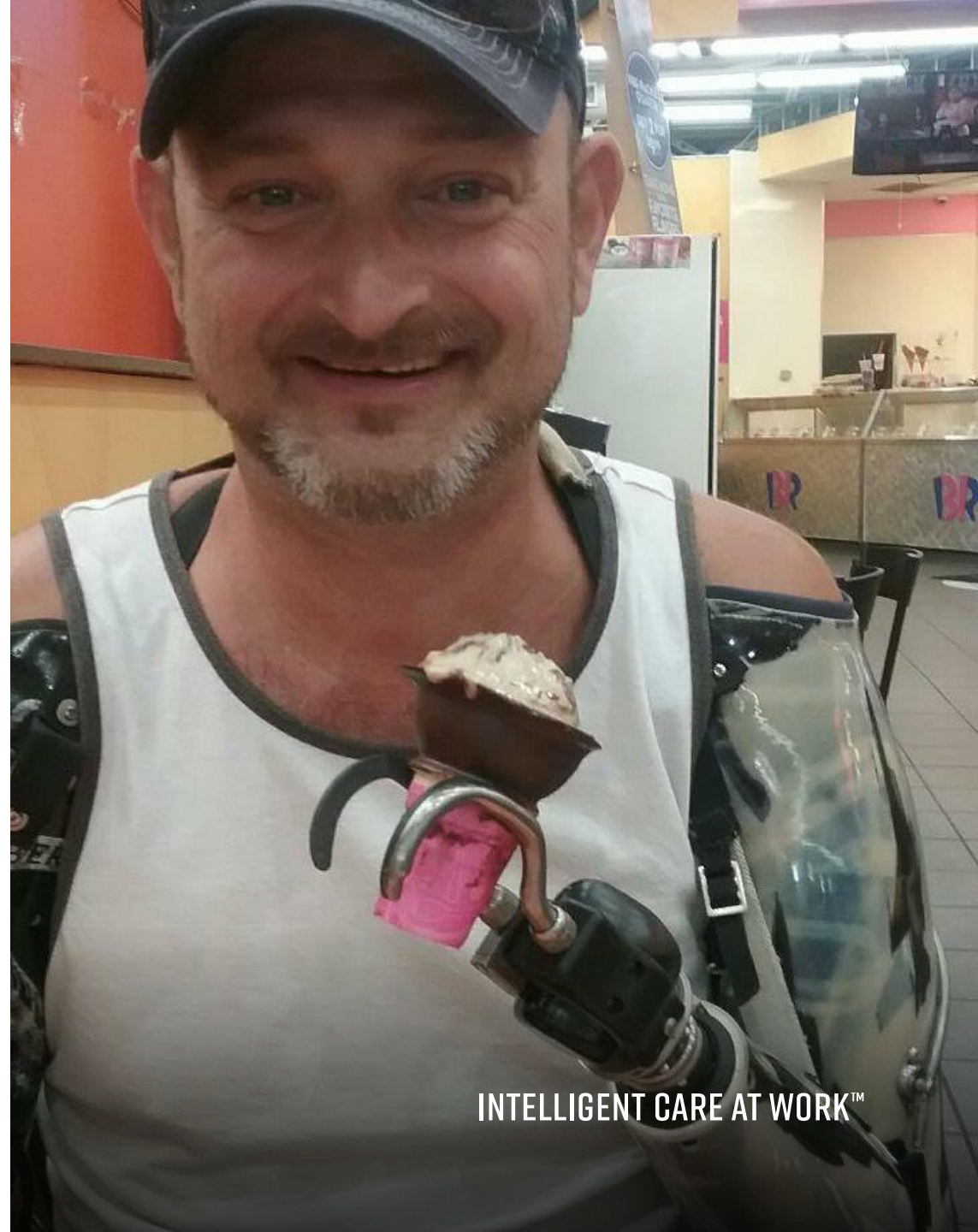
Attitude of Gratitude

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Attitude of Gratitude

“I live by the words my mom always told us growing up: If you have the will, you have the way.”

- Billy Parker



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Billy Shares His Story on Good Morning America



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Key Takeaways

- Successful recovery journeys, including complex cases, depend on collaboration.
- We must support and encourage injured workers to be active in their recovery.
- Maintaining a positive attitude is vital for all parties, especially the injured worker.
- What we do matters. Billy's experience is one of many successful recoveries.
- Where there is a will, there is a way.



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Questions and Contact

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