

Workforce Safety & Insurance (WSI) employs registered nurses as case managers (NCM) to assist in managing medical care. An out-of-state NCM may also be contracted to assist an injured worker who treats or has moved out of North Dakota.

What does the NCM do?

- Complete the initial contact to gather information
- Assist in understanding the nurse case management process
- Maintain contact with the injured worker, medical provider, employer, vocational case manager (if assigned), and claims adjuster
- Attend medical appointments as needed (private time is allowed)
- Answer questions on medical care and return-to-work process
- Coordinate treatment recommendations and monitor recovery
- Obtain and review functional capabilities
- Provide healthy lifestyle education

What does the NCM not do?

- Provide hands-on medical care
- Diagnose medical condition
- Provide transportation
- Prescribe medication

How does the NCM assist with return to work?

- Works with the injured worker, medical provider, and employer to develop a safe return-to-work plan
- Provides job description to the medical provider
- Obtains functional capabilities from the medical provider
- Coordinate return to work

How are functional capabilities determined?

A medical provider may complete the following:

- Functional Capacity Evaluation (FCE),
- Workability assessment, or
- Neuropsychological exam

These are used to determine the safe level of activity both on and off the job.

What are the responsibilities of the injured worker?

- Maintain contact with the NCM
- Provide the NCM with medical updates
- Attend all scheduled appointments
- Participate in treatment recommendations
- Maintain contact with the employer
- Follow functional capabilities on and off the job
- Notify the NCM of return-to-work date

Terms you may hear during the return-to-work process

Functional capabilities are your physical abilities determined by a medical provider.

Transitional work is temporary and allows you to remain safely in the workplace in a modified or alternate position.

Modified work is your regular job modified to match your functional capabilities.

Alternate work is different job duties assigned if you are unable to perform your regular job duties.

Maximum Medical Improvement (MMI) is the point when medical recovery has stabilized and no further improvement is expected.

Functional Capacity Evaluation (FCE) is a test given by a physical or occupational therapist to determine the safe level of physical activity both on and off the job.

Workability is a modified assessment by a physical or occupational therapist that measures current functional capabilities during recovery.

Work Conditioning Program is a strengthening program to improve function and endurance.

Work Hardening Program uses real or simulated work activities to improve physical function with the goal of returning to your regular job.