



FIRST SOURCE

The FRR Quarterly Newsletter

We hope every one of our colleagues and friends is having a wonderful New Year! As we enjoy the Winter season and starting anew in 2011, we are committed to a healthy 2011. As healthcare and rehabilitation counselors who dedicate their careers to helping others live healthy and productive lives, this shared personal goal is no surprise to our readers.

In this issue of First Source, you will learn that we are extending several healthy-living offerings to our clients. We are once again providing health fairs to promote well-being in the offices of our clients. As last year's fairs were a success, we are excited to continue this Springtime event. Additionally, we have developed an internal fitness challenge we call the "Biggest Loser Program." This program combines group support, in-office yoga and a bit of the competitive spirit to jumpstart healthy eating and weight management in 2011.

We are also pleased to return the *Ask the Attorney* article to this issue. Thank you to Attorney Vernon for an interesting and informative article!

Please do read on - We hope you enjoy this issue of First Source.



Happy New Year and Best of Health to All!

-The FRR Team

With 24/7 Service, We're Always Here for You

Kajja Blalock, BSN, RN, JD, MSCC

Field Medical Case Management Supervisor/Medicare Set-Aside Coordinator



First Rehabilitation Resources' 24/7 Medical Case Management service recently began its second year and we proudly report on the outstanding recent efforts of Nurse Case Manager, Susan Joyce, RN.

Susan covers the greater Washington, DC area. She began working with a severely injured Fork Lift Operator on December 28, 2010. Not only was this Injured Worker facing the possible amputation of one of his lower legs, he was bleeding internally and required blood transfusions. While most of us were preparing for New Year's Eve celebrations, Susan visited the claimant in the hospital, worked closely with hospital staff and remained in almost continual contact with this Injured Worker's wife, helping her stay relatively calm as she waited 12 hours for her husband's surgery to be completed. Susan spent the last day of New Year's weekend coordinating details of his transfer to a university setting for complex trauma care. FRR is very pleased to announce that this Injured Worker is now recuperating at home with a healing leg.

This is just one example of how FRR employees will go above and beyond for exemplary case management. For more information, or to make a referral, please contact April, AShifflett@1stRehab.com. Remember we are available evenings, weekends and holidays!

In This Issue

[24/7 Services](#)

[FRR Health Fairs](#)

[Ask the Attorney](#)

[Cost Savings](#)

[Healthy Strides](#)

[Toys for Tots](#)

[Employee Spotlight](#)

[Healthy Ravioli Recipe](#)

[Upcoming Events](#)



Upcoming Events:

March 22:
MSA Seminar

May 12:
Semi-Annual
Western MD
Educational Seminar

April 2011 is FRR Health Fair Month

Jan Norwood
Account Manager



Once again, FRR is promoting healthy living by sponsoring Health Fairs to increase awareness of a variety of issues including healthy hearts, smart eating, physical conditioning and neurobics (exercising the mind).

The FRR staff comes prepared to take blood pressures, ensure proper ergonomic alignment at work stations, provide remedies to relieve stress, opportunities to stretch your mind, as well as promoting healthy eating, with of course, wholesome, nourishing snacks.

Should your company have an interest in providing a Health Fair for employees, please contact your FRR Account Manager, Janet Dayhoff, Sarah Greenwood, Dora Morris or Jan Norwood.

Ask the Attorney

W. John Vernon, Esquire
Godwin, Erlanson, MacLaughlin, Vernon & Daney, LLC
www.gemvd.com



Q: During a hearing, what do you think is important to know for an adjuster, a nurse, and/or a vocational counselor; what should they be providing and prepared for?

A: Testimony in court or at a hearing may be part of your business or professional career, or come up in your personal life. With a few principles and preparation, you will be able to handle testifying with confidence and composure.

Testimony is the statement of a witness under oath, recorded or transcribed, to create a written record of what is said. Although phrased as questions and answers, testimony is not a conversation, but a means of communicating information and creating a writing. The goals and skills for doing so are different from a conversation, speech, or lecture.

The goal of any witness should be to clearly and credibly present truthful testimony that cannot be easily disproven, distorted or misunderstood. One way to avoid anxiety, provide confidence, and create a positive mindset toward testifying is to think of it as teaching or parenting an inquisitive, impatient child to learn and understand. You are the one who knows, you are the expert, you were there. The lawyers were not. Communicating your information clearly, calmly, and respectfully in response to questions, without sounding superior or confrontational, will boost your confidence, credibility, and the value of your testimony.

Listen carefully to the question being asked. Listening well does not just avoid misunderstanding the question, it avoids having the answer misunderstood. Don't rush to answer. Stop and think, making sure you understand the question before you begin to phrase your answer. A thoughtful pause is credible and does not detract from your overall presentation. Answer directly and answer only the question asked, then stop.

Written reports or notes can and should be reviewed to prepare for testimony and can serve as a useful roadmap for the subjects and questions expected. At the same time, every detail of every report need not be memorized, and the witness should avoid burying their head in documents when testifying.

Testify from your personal knowledge and experience. Avoid generalizations and absolute statements like "always" and "never."

Tell the truth. Good, bad, or indifferent, do not substitute or shade the testimony from what you know to be true.

Appearance and demeanor are important. Make eye contact with the judge and jury. Speak clearly and slowly in a voice loud enough to be heard by all listening. Be polite. Never argue or lose your temper, even if provoked.

With these principles in mind, know your subject, strive to communicate it honestly, clearly, and sensibly, and you will be a success as a witness.

Cost Savings, More Important Now Than Ever!
Donna Barger, RN, CDMS

Medicare Set-Aside: Practical Solutions Seminar

Practical Solutions will be presented by Kaija Blalock, JD, RN and will focus on approaches to reasonable allocations. The discussion will include topics such as recent CMS responses, prescription drug costs and new Maryland Regulation.

A Complimentary Lunch will be included.

When:
March 22, 2011
12 - 1:30 P.M.

Where:
Timpano Chophouse
Rockville, MD

Semi-Annual Western MD Educational Seminar

We will provide the most recent information from a MD WCC Commissioner, Defense Attorney, Physician, an MSA Update and more ...

A Complimentary Breakfast will be included.

When:
May 12, 2011
8:30 - 11:30 A.M.

Where:
Fountain Head
Country Club
Hagerstown, MD

Contact Us ...

For More About Health Fairs

For MSA Seminar Registration

For Western MD Seminar Registration



Field Medical Case Management Supervisor



Since 2007, Maura Cook, RN, CCM, has been providing field nurse case management to our customers in southern Maryland. Maura's dedication to the principles of case management, coupled with her attention to detail, has resulted in significant cost savings on her referred cases.

[Join Our Mailing List!](#)

In the Fall of 2009, Maura was working with a claimant who had undergone a lumbar fusion. This particular claimant had a well-documented history of poor adherence to his treatment plan, including only sporadic attendance in physical therapy. Maura was able to develop a plan with the physical therapist that would allow the client to attend physical therapy twice a week, rather than three times, with an increased adherence to his home exercise program. This plan was successful in promoting better participation by the claimant in his treatment program while saving the carrier approximately \$440 per month in physical therapy visits.

Shortly afterwards, Maura arrived at an appointment to find the claimant on a gurney prepared for an unauthorized facet block. Maura quickly and immediately met with the pain management physician and reviewed the recommendations from a recent IME, resulting in the physician's decision that a facet block was inappropriate for this claimant. Estimated cost savings from this interaction was \$1,000. Further cost savings on this case were obtained by Maura through avoidance of unnecessary diagnostic testing, estimated at \$1,250 and avoidance of a spinal cord stimulator, conservatively estimated at \$10,000. The claimant was released by the treating physician at MMI.

Total Cost Savings on this case through Maura's intervention: \$12,690.

Healthy Strides in 2011

Sarah Greenwood
Account Manager



Studies show that the average person gains a pound each year during the holidays. That doesn't sound too bad right? WRONG! A pound a year can really add up, particularly after several decades. Once again, this year, FRR's employees are taking a stand against the post-holiday flab! Employees from various departments across FRR stepped on the scales and are currently working on a 10-week long "Biggest Loser" fitness challenge program. Each Monday one employee is selected to bring in a healthy lunch (casseroles, soups, sandwiches) for the other participants. Each Friday is weigh-in day as our program includes self-monitoring our weight. We find that working together towards our individual fitness goals provides a supportive environment where we are more likely to succeed. Our support focuses on a healthy way of life, not just a quick-fix diet. Plus, we do have a raffle prize lined up for the "winner" of the challenge!

In addition to our competition, FRR employees are also encouraged to participate in Office-Yoga, a program designed to enrich bodies as well as minds. Every 1st and 3rd Friday of the month, a certified yoga instructor provides a one hour in-office yoga session. This is a great opportunity not only for team building, but also is a great workout!

If you are interested in developing a similar program at your office, please contact Sarah Greenwood via email, sgreenwood@1stRehab.com. Also, contact Sarah if you happen to be in the Laurel, MD area in the A.M. on the 1st or 3rd Friday of the month, and would like to join us for yoga ... props provided.

FRR Staff Gives Toys for Tots

Stephanie Lang
Administrative Associate



This past Holiday season, FRR participated in the Marine Corps Reserve's 2010 Baltimore Region Toys for Tots campaign through its annual Staff Holiday Luncheon. The Luncheon became a reflection of the season itself; in lieu of exchanging gifts between co-workers, employees brought toys for small children. It was an absolute success - not only did our team's collective donations overflow a box the size of a small car with games, dolls, and books; we had a lot of fun doing it! The toys we selected were a reflection of ourselves- seeing who

arrived with what child's gift was as fun as receiving a gift from a friend. The toys were given to Baltimore Region children by local police departments. Overall, the Baltimore Toys for Tots collected over 67,000 toys for 27,000 children.

Employee Spotlight on ... *Diane Feehley*



FRR is pleased to spotlight Diane Feehley, RN, RN-WCCM, CCM. Diane has been a Field Nurse Case Manager with FRR for nearly 10 years.

She has been a Registered Nurse for 19 years, with over 14 of those years being in the case management field. Most of Diane's experience has been in the Workers' Compensation arena, performing both field and telephonic case management. In addition, she has experience as an Orthopedic/Trauma Staff Nurse, having worked previously at the University of Maryland, Shock Trauma Center; perhaps this explains her love of and immediate response to urgent cases today.

Diane lives with her husband Patrick, and her twin 6 year old boys, Patrick and Michael, in Perry Hall, Maryland. She enjoys reading and taking day trips with her family. An avid traveler, explorer and challenge-seeker, she is always looking forward to new adventures!

Diane's territory includes Baltimore and Cecil/Harford County, MD, Northern DE and Southeastern PA.

Healthy Ravioli and Vegetable Soup

Katie Hulsey, CRC, NCC
Vocational Case Manager



Ingredients:

1 tablespoon extra-virgin olive oil
2 cups bell pepper and onion mixture, diced
2 cloves garlic, minced
1/4 teaspoon crushed red pepper (optional)
1 28 ounce can of crushed tomatoes
1 15 ounce can of vegetable or chicken broth (fat-free)

1 1/2 cups of hot water
1 teaspoon of dried basil or marjoram
1 6-9 ounce package of fresh or frozen ravioli, preferably whole-wheat
2 cups diced zucchini
Freshly ground pepper to taste

Prepare:

Heat the olive oil in a large saucepan over medium heat. Add the pepper-onion mix, garlic, and crushed red pepper and cook, stirring, for 1 minute. Add tomatoes, broth, water and basil; bring to a rolling boil over high heat. Add ravioli and cook for 3 minutes less than the package directs. Remove from heat and add zucchini; then return to a boil. Cook until the zucchini is crisp-tender, approximately 3 minutes. Season with pepper.

Enjoy!



First Rehabilitation Resources, Inc. 14502 Greenview Dr | Suite 360 | Laurel, MD 20708
Phone: 301.369.3401/410.792.0506/888.252.0368 Fax: 301.362.9350 Web: www.1stRehab.com

[Forward email](#)



Try it FREE today.

This email was sent to slang@1strehab.com by slang@1strehab.com | [Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

First Rehabilitation Resources, Inc. | 14502 Greenview Drive | Suite 360 | Laurel | MD | 20708