

Surgical Health Services Coordinator (SHSC).

While a surgeon is caring for a worker, the SHSC plays an important role in ensuring all parties, including the worker are engaged in an active plan towards recovery. The SHSC conducts a variety of services, all falling under four (4) generalized categories:

SHSCs expedite transition of care:

- Assists workers transitioning from and to attending provider care.
- Assists providers in submitting transfers of care when needed.
- Orchestrate continuity of care for surgical referrals from emergency departments when needed.
- Share with health services coordinators when workers are transitioning to/from other providers.

SHSCs ensure:

- Worker follow-through with post-operative release-to-work plan, communicating concerns to the surgeon.
- Worker follow-up on referred to services, working to resolve barriers.
- Worker cooperatively working with employer, claim manager, and/or vocational services on identified restrictions, capacities, release-to-work expectations, and alternative programs.
- Worker utilizing community resources if it is part of their care coordination plan.

Facilitate workers' progress:

- Worker adherence to Rx prescriptions, communicating all concerns to the surgeon.
- Coordinating case conferences and suggested PGAP or other programs referrals.
- Assist worker and the surgeon navigate L&I and health care systems.

SHSC maintain their personal workload:

- Completing pain and function scales along with barriers to recovery.
- Checking on work lists and tasks daily along with searching for new workers populating the list.
- Following up on care coordination plan goals and next steps.
- Assisting providers and workers in completing occupational disease or opioid paperwork.

Impact of SHSC duties on a surgeon's performance score.

In the Surgical Quality Care Program, an SHSC is critical to the success of a surgeon by ensuring and recording that the surgeon has:

1. Documented the release to work plans and goals that were established with the worker, and
2. Reviewed and signed the Physical Medicine Progress Report (PMPR) within 14 days of its arrival (a signature from the surgeons' physician assistant (PA) is acceptable).

The SHSC's and surgeons' success is highly dependent upon the accuracy with which the SHSC records these items!

Key features of an SHSC

