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Transforming the Work Injury Experience

NEWS | APRIL 2017



The PRIMA 2017 Annual Conference is coming June 4-7 in Phoenix!

Will you be attending?

Given PRIMA is in our hometown of Phoenix, Arizona this year, we would love to invite you to meet up and/or to tour our office.

Contact our events coordinator, Nadine Brune (nbrune@companynurse.com), or, to set up a meeting during the conference, contact Debra Spamer (dspamer@companynurse.com) and Steve Kelly (skelly@companynurse.com).

Hope to see you in June!



Employee Spotlight:

Robin Bird

Robin Bird joined the team in 2015 as an Injury Care Coordinator (ICC). ICCs are the first line of defense in the workers' comp process and it all starts when a call



Emergence of Physician-based Telemedicine Adds Value in Workers' Comp Industry

Company Nurse expands client services and continues to improve claims outcomes with launch of new offering Summer 2017

We have seen countless advances made in the consumer healthcare space in recent years. With a few keyboard strokes and clicks, we can get a live count of how many people are waiting to be seen at an urgent care clinic, check-in online for our appointment and even receive a text message when the physician is ready to see us.

How did you make your last doctor appointment? Or fill your prescription? Chances are, you opened an app on your tablet, pulled up the website on your cell phone or made a phone call to complete the transaction. Comfort and convenience are king in today's healthcare landscape and it is the technology at our fingertips that makes it all possible. **For the full article, [click here](#).**

Core Values Are Organic, They Don't Mean Anything Otherwise

These five core values defined themselves through a culture fostered for 20 years

While companies oftentimes set core values to define an aspirational company culture, really that methodology should be reverse engineered. For 20 years, I have been committed to creating a company culture that fosters a sense of care for each individual – both professionally and personally. To my humble surprise, that culture is felt by staff today and even permeates through all areas of the business. **For the full article, [click here](#).**

comes in at Company Nurse. With a warm tone of voice and a smile on her face, Robin answers injured workers' calls and collects the "who, what, where and why," about the injury. It is the detailed reporting and team attitude that is essential to the next step in the process, where a Triage Nurse takes over.

For Robin, her attraction to Company Nurse stemmed from the company's reputation for not only achieving steady growth, but also for being nurturing and compassionate towards its employees and customers. In fact, it was the referral from another team member that motivated her to apply.

Understanding the importance of placing her customers' experience first, Robin enjoys being able to assist a wide variety of people from across the country with empathy and efficiency. "The company is very good at measuring success and helping you improve as a team member," said Robin. "Our customer experience starts with care and personality we are able to show on the phone. The company cultivates a positive work environment."

Robin enjoys coming to work each day, greeted by a team that is as bright as they are genuinely kind. When asked what her favorite thing about working for Company Nurse is, she cites the team approach to finding solutions, and its dedication to helping employees by finding new systems that make her job and the customer experience more efficient without jeopardizing the compassion for which Company Nurse is so well-known.



ACT is Not a Good Measure of Quality and This is Why

Against popular belief, the longer the average contact-center call time the better the result in workers' comp

Call centers often use average call time (ACT) as a metric to measure customer service "efficiency." This is a really dumb idea according to a recent article Managed Care Matters published by Joe Paduda, titled "Work comp service companies – Don't do this." And we agree. **For the full article, [click here](#).**



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Where are we going?

Find us on the road participating in the following upcoming events.

- April 23-26: [RIMS Risk Management Society Annual Conference](#) - Philadelphia, PA
- June 4-7: [PRIMA Public Risk Management Association Annual Conference](#) - Phoenix, AZ

Find us at Booth #125 at PRIMA!

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