



# Ellen Chavez MSN, RN, CCM

**Title:** Nurse Case Manager

**Company:** NM Counties

For the past **7 years**, I have provided case management services to workers' compensation claimants. It is my goal that each client gets back up on their feet and well into retirement with a solid foundation of hope for many more happy years ahead!

## My Everyday

I am always striving to improve my workflow and daily routine. I've found the optimal balance between care and compliance monitoring of injured workers on treatment plans that are appropriate for them. I continue educating myself about what will best help each individual with their injuries.

## Favorite Activities

- ♥ Fishing
- ♥ Camping
- ♥ Swimming
- ♥ Travel
- ♥ Golf
- ♥ Spending time with the family

## How Being a Case Manager Changed Me

Working as a case manager has made me more mindful of possible injury. I can now walk through different businesses and pick up on potential hazards I may have missed. It's eye-opening to see how many accidents happen every day simply because people are not paying attention or they're not in a safe environment.

## Proudest Moment

I am proud to know how to navigate the workers' compensation process. The workers' compensation process can be very daunting, but with the right help and preparation, it can be much easier than anticipated.



## Job Stress

While I do not generally experience a lot of stress, there can be days when I have a lot of appointments scheduled back-to-back. However, by remaining flexible and keeping a positive attitude, I find that even the most challenging days can be manageable.



## Ellen's Fun Fact

*Nurse case managers are a valuable resource for stopping RTW delays in their tracks.*

