



Jessica Koski, RN

Title: Nurse Case Manager

Company: RehabWest

I have worked as a field case manager for over **10 years** in the workers' compensation field. I absolutely love what I do because I know that I am making a real difference in the lives of people who need help getting back on their feet. I am confident that I will continue to make a difference in the lives of those who need help getting well for many years to come.

My Everyday

A day in the life of a Case Manager is best described as unpredictable. But in a good way. I spend my time overseeing the treatment of a vast array of different types of cases, and even after 10 years, I still learn something new every day. Case Management is one of the best career choices to avoid monotony. Every case has different scenarios, people, injuries, and needs, which keeps me on my toes and maintains a high level of critical thinking.

Favorite Activities

♥ When I am not working, I spend time with my kids, and I very much enjoy reading and painting and we have recently taken up raising snakes. Yes, snakes.

How Being a Case Manager Changed Me

I pride myself in maintaining current knowledge of guidelines to allow me to advocate for the injured employee while working to ensure adequate and cost-effective care to expedite the return to baseline. I love the research I do to obtain knowledge of all aspects of healthcare to assist injured employees and insurance companies in achieving a beneficial outcome for all involved parties. I think there is an incorrect stigma surrounding Comp that essentially indicates "each party for himself" when in all actuality, it is the role of the Case Manager to work together with everyone, and I see beauty in that.

Proudest Moment



This moment was probably my proudest, but it also left me with some guilt and was an eye-opener to my role's significance.

I received a phone call from a recently widowed woman informing me of her husband's passing. She wanted to notify me but also thank me for my assistance during his open claim and noted the impact I had left on him and his family.

The guilt set in as I could not immediately recall this gentleman's name or case info. Later I realized that he was a surgical case I had years prior that I would categorize as a "Standard Surgical Coordination." That means no post-op complications that required substantial intervention and an "easy one" as the pre-and post-care coordination went smooth and file closure was timely.

That is when it hit me when I am doing just the standard tasks of my job, things that I might take for granted because it is a daily occurrence. As Nurse Case Managers, we can leave huge impacts even when we don't realize it.

We all have those cases that stand out as extraordinary, and those complicated cases are probably the ones we might look to first when considering this question. Still, our daily efforts genuinely leave an impact, and that is what makes me most proud.

Job Stress

Nothing, I honestly cannot complain. I know it sounds cheesy, but I say this to everyone. I LOVE my job. Even on my worst day, I love what I do.



Jessica's Fun Fact

I have recently read that the telehealth rates that increased during the pandemic continue to decrease, thus increasing my field flow and again allowing for adjustment in my schedule. As a Case Manager, I tend to prefer field assignments as I find that getting in front of the providers and maintaining an open dialogue allows for swift outcomes. So, this trend is well welcomed in my book.

