



**PAM Health:**  
Your Workers'  
Compensation  
Resource





# Day by Day, Month by Month

Volunteer Firefighter on Road  
to Recovery After Work Accident

Despite the severity of Ronnie's injury, his lighthearted, fun-loving, never-give-up attitude helped him make the most of therapy.

As a veteran heavy equipment mechanic, Ronnie Reed traveled up and down the eastern shore throughout Delaware, Maryland, and Virginia on a daily basis, visiting job sites to fix machinery for his employer, Sunbelt Rentals. He enjoyed his work and prided himself on being one of his company's go-to mechanics for any job in his region. His work even took him to PAM Health Rehabilitation Hospital of Georgetown while it was under construction in 2022. Ronnie never could have predicted that an on-the-job accident a year later would find him once again at PAM Health, this time as a patient.

On June 8, 2023, while working close to home in Rehoboth Beach, Delaware, to fix a skid loader at a construction site, "something gave way" on the equipment, as Ronnie recalls. The boom arm and bucket on the skid loader fell, pinning Ronnie under it. Ronnie remembers a stinging sensation in his right leg, but he didn't think the damage was severe. "I'm going to get this thing off me, the stinging will go away, and I'll be fine," he remembers thinking. While he was waiting for emergency services to arrive and assist him, Ronnie even managed to call his girlfriend while his leg was still trapped. Once Ronnie was freed, he was able to stand up on his own.

Then, the shock set in. Although there were no broken bones in his right leg, a major artery had been severed. His condition was declining when he arrived at Beebe Medical Center in nearby Lewes. He underwent multiples surgeries, and doctors managed to save his leg by placing a stent in the main artery behind his right knee.

After about a week in the hospital, Ronnie transferred to PAM Health Rehabilitation Hospital of Georgetown for the next step in his recovery journey, which he knew could be lengthy. With extensive wound management needs, he was still fearful about the possibility of losing his right leg and not being able to walk again. His life had changed forever in a split second, and the uncertainty of his future scared him.

PAM Health Georgetown's expert team of professionals—including wound care, therapy, nursing, and doctors—immediately stepped in to ease Ronnie's fears. He had a wound VAC device on his injured leg, and he credits wound care nurse Taylor as

the reason he was able to keep his leg. Her thorough care and uncompromising standards of cleanliness promoted the optimal healing environment. "I can't praise Taylor enough," Ronnie says. "When I see her, I just think, 'She saved my leg.'"

Despite the severity of Ronnie's injury, his lighthearted, fun-loving, never-give-up attitude helped him make the most of therapy. "My therapists always knew how to push me to succeed—from Marjorie, who got me up and walking, to Lindsey having me learn how to do TikTok dances to improve my balance. They were all amazing," Ronnie says.

PAM Health's rigorous requirement of three hours of therapy daily maximizes healing for patients like Ronnie—and it kept him busy, which he appreciated. Having had some experience with other rehabilitation facilities where his mother had spent time, Ronnie knew the intensive level of therapy and dedicated care he was receiving exceeded what he would have gotten elsewhere. "I loved the way my schedule was...and that they accommodated my family," Ronnie recalls. His loved ones and other visitors were welcomed with delicious, reasonably priced meals they could enjoy together in the hospital cafeteria, he says.

During his recovery, Ronnie still experienced obstacles—including two off-site surgeries on his leg—that sometimes made him feel depressed or discouraged. When he was feeling down, his nurses helped lift his spirits with their compassion and camaraderie. "I had some really great nurses that made my time fly," Ronnie says. Despite his accident necessitating an extensive stay at PAM Health, Ronnie embraced the chance to make lasting connections with members of our team.

Part of his new normal is that he will always have to manage lymphedema (buildup of lymph fluid) in his leg, along with nerve damage, using skills and tools he's received in therapy. As he continues to progress, Ronnie is preparing to return to work starting with half-days in the last quarter of 2024. He will start out doing administrative and supervisory work and hopes to return to being on the road traveling to job sites again. "I took pride in everything I did. I hope I can get back to that," he says

A lifelong Delaware native, Ronnie is also optimistic about jumping back into some of his other passions. His family and friends regularly tapped him to fix any mechanical issues they might be having, and he looks forward to helping them out again. A volunteer firefighter for nearly 40 years, Ronnie plans to volunteer when he is able with the fire police to help with other aspects of fire and incident scene control, like directing traffic. A farm owner, Ronnie is also well on his way to resuming farm chores. He's hopeful about the road ahead.

"Little things like that make me feel normal again . . . I'm starting to feel like myself again," Ronnie says. "Day by day, month by month, I feel a little better than I was before."

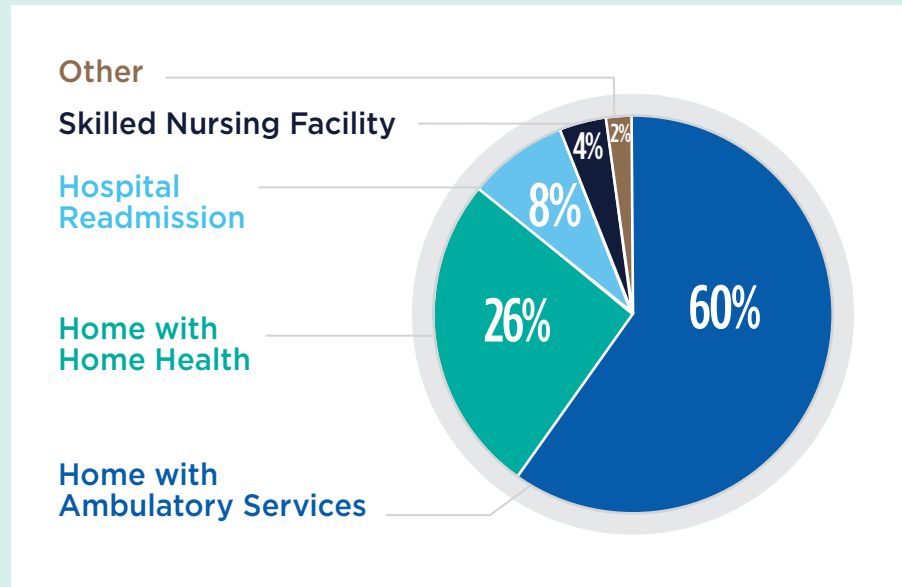
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# Workers' Compensation Data

## Workers' Compensation Discharge Destinations

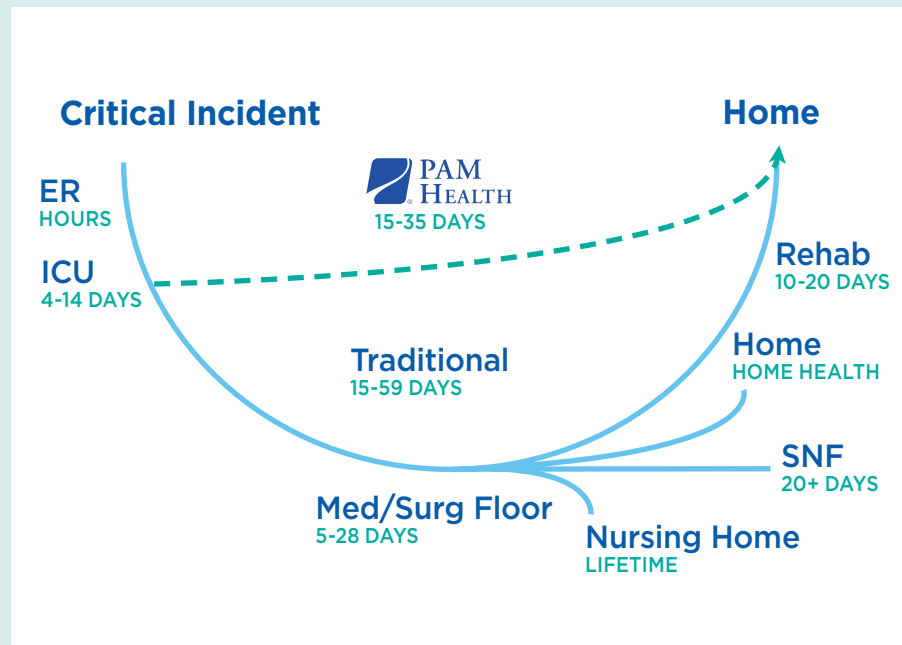
This chart reflects the destination of workers' compensation patients following discharge from PAM Health from January-August of 2024. Hospital readmission would also include those patients who need to return for planned surgical interventions.



Source: PAM Health WellSky data, January-August 2024

## PAM Health's Program of Early Intervention

This illustration reflects the continuum of care and the average length of stay at each level following a work-related accident. With the PAM Health approach, workers' compensation patients and stakeholders are more likely to experience "care compression," which means the patient experiences fewer delays in necessary treatments or care. This approach also can lead to faster recovery and quicker return to work.



# Setting the Standard

## PAM Health's Tailored Approach

By offering exceptional, patient-centered care that prioritizes employees' recovery and return to work, PAM Health's national Workers' Compensation program is quickly making a name for itself in the industry. With a focus on quick access to top-tier care, and transparent and frequent communication, growing numbers of employers, insurance companies, and patients are turning to PAM Health in handling workers' compensation cases.

**"The experience, compassion, and knowledge of the healthcare delivery system is what truly sets us apart,"**

*Cynthia Chaney, PAM Health Vice President of Value-Based Care*

With more than 60 locations across the country—and expanding—PAM Health's network of long-term acute care hospitals, inpatient rehabilitation hospitals, and outpatient specialty clinics offer a continuum of care that ensures patients can seamlessly transition from one care level to another as their rehabilitation needs change.

Each hospital has a dedicated workers' compensation team that understands the complexities to effectively manage claims, which makes the process smoother for all parties involved. Workers' compensation cases

involve extensive paperwork and documentation, which the PAM Health team is well-versed in handling.

At PAM Health, healthcare professionals create a tailored approach for each patient designed to support, encourage, and advance them on their journey. The physicians, as well as the physical, occupational, respiratory, and speech therapists, get to know the patient so they can understand their motivations, limitations, and goals. While the primary aim of the workers' compensation program is to facilitate injured employees' return to work, PAM Health also strives to help them reach their optimal level of functioning so they can also enjoy life to the fullest.

**"The PAM Health clinical teams understand the benefit structure and expectations of all stakeholders involved in a claim.** Our case managers work with their teams in care coordination efforts while ensuring a sustainable discharge and shared goal of return to work. Their experience, compassion, and knowledge of the healthcare delivery system is what truly sets us apart," Cynthia Chaney, PAM Health Vice President of Value-Based Care.

By receiving the right care at the right time, PAM Health accelerates recovery and helps to reduce unnecessary medical costs, setting the standard for workers' compensation care.

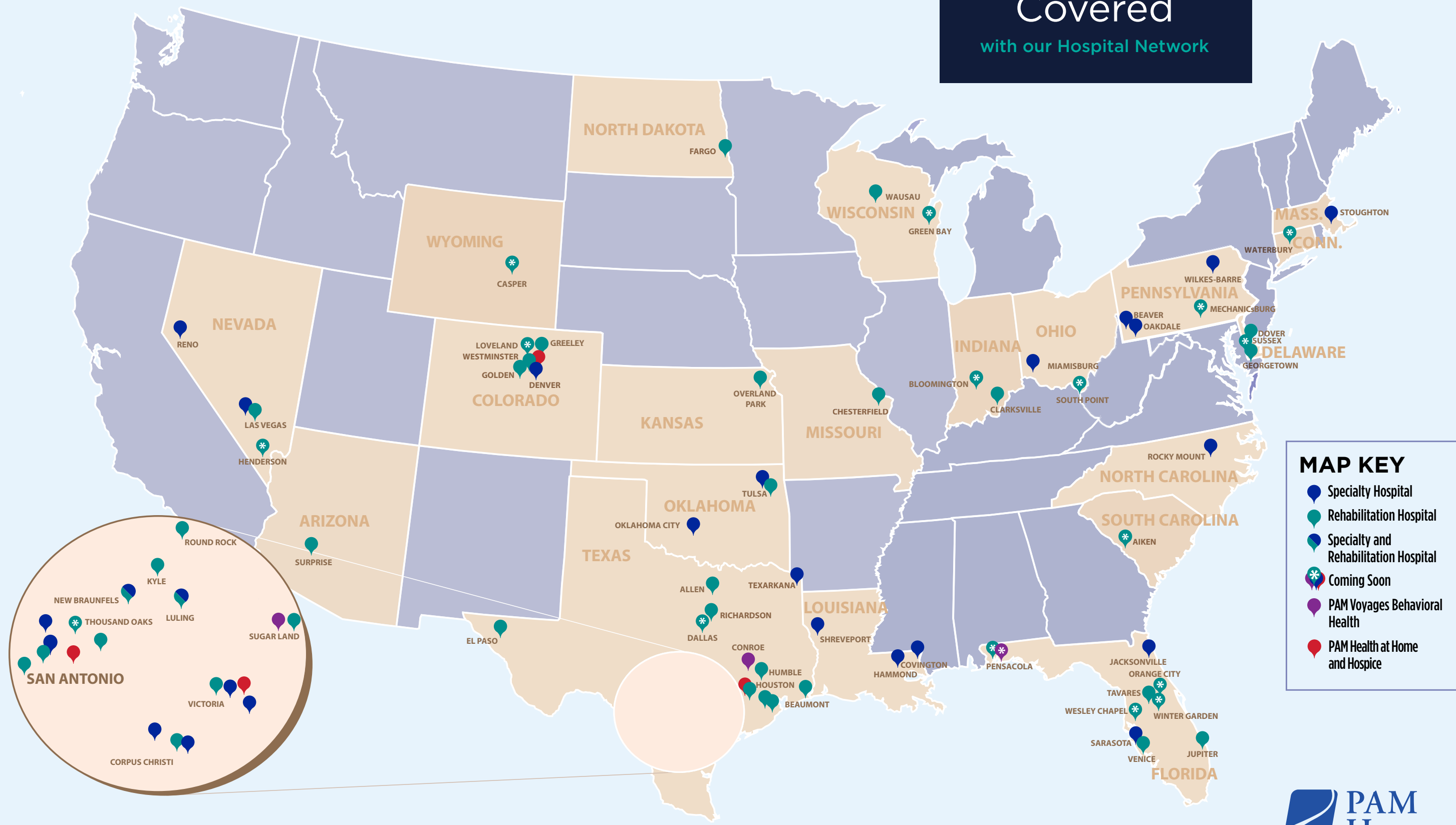
### Specialty Programs Include:

- Amputation rehabilitation
- Traumatic brain injury management
- Orthopedic management with multiple fractures
- Functional capacity evaluations
- Wound healing
- Post-trauma recovery care
- Complex medical management
- Early identification and management of sepsis for high-risk patients
- Ventilator management and weaning
- Pain management (short and long-term)



# We Have You Covered

with our Hospital Network





# Healing After Tragedy

## Mass Shooting Survivor Shares Story

Scan the QR code to watch an interview with Dallas as she tells her story to WAVE News in Louisville in May 2023.



pillowcase, her favorite soft drink, and even a mini-fridge for her room at PAM Health so her husband could store his lunch for work. Jon remains a close friend of hers.

**PAM Health’s commitment to personalized care** helped Dallas make tremendous progress in her recovery. Each physical milestone opened up new possibilities in her healing journey. She regained her ability to walk with the unwavering support of our therapists. Even wound VAC device changes were made more bearable thanks to our staff’s thoughtfulness. “I couldn’t have gotten the same care elsewhere,” she says.

**After her inpatient stay, Dallas continued with outpatient therapy at PAM Health,** feeling comfortable and safe with our team.

**In October 2023, she began the process of easing back** into her role as a treasury management analyst at Old National Bank, starting with working from home one day per week. At that time, Dallas still had regular doctor and therapy appointments, so a limited schedule and working from home made the most sense. It was also emotional reuniting with co-workers who experienced the shooting with her.

**At a follow-up appointment following a vein bypass surgery** toward the end of 2023, her doctor cleared her for less frequent visits to his office. “I needed that

normalcy. All the appointments, even though I knew it was helping, it was all just a constant reminder,” Dallas says.

**She eventually ramped up to a full-time work schedule,** now working three to four days in the office, depending on how her leg is feeling, and the rest at home. “I try to be in the office as much as I can, but when I’m more active in the office, I can tell my leg definitely feels it,” Dallas says. She is grateful for the flexibility and accommodations of her employer, which moved into a new building following the shooting, and she’s happy to be back doing the job she loves. Dallas knows to listen to her body and take it slow as much as needs to, using tools and exercises she learned at PAM Health to manage pain, discomfort, and difficult tasks.

**Dallas still lives with post-traumatic stress disorder symptoms** and triggers related to her experience, describing times when she gets “stuck.” “When you’re down, you’ve got to feel it, and get yourself back up,” Dallas says. PAM Health and her larger support network, including her family and employer have helped her cope. She has even befriended one of the police officers wounded in the shooting.

**A live music lover, Dallas is glad she’s been able to attend concerts again,** as well as her children’s plays. When tasks or activities feel daunting or overwhelming, Dallas reminds herself that “sometimes I just need to do it,” she says. She has learned to plan ahead for events like concerts to ensure there will be seating. Her husband, her 17-year-old twins, and her 8-year-old daughter also recently moved into a new home and are settling in there with projects around the house. Overall, Dallas feels like she’s “in a pretty good place.”

## Advanced Wound Care: Optimizing Recovery for Injured Workers

**Wound care is an important part of the treatment** plan for many injured workers, particularly those suffering from severe burns, lacerations, puncture wounds, and amputations. Specialized treatments are essential to promote healing and avoid infection. PAM Health’s network of hospitals includes locations awarded The Joint Commission Certificate of Distinction in wound care, and all are staffed with teams trained in advanced wound care techniques.

**Some of the types of advanced wound healing** include wound vacuums, debridement, and skin substitutes to speed up healing and lower infection risk of infection. A Wound VAC uses gentle suction to remove fluid and dead tissue while pulling the edges of the wound together. Debridement is a procedure to remove dead or unhealthy tissue from the wound. This helps healthy tissue to grow. Meanwhile, skin substitutes provide a vital scaffold to promote the healing process, particularly in complex or chronic wounds.

**In addition to our comprehensive wound care treatments,** PAM Health’s ambulatory clinics also utilizes advanced modalities such as platelet rich plasma (PRP) therapy and Hyperbaric Oxygen Therapy (HBOT) to enhance recovery for injured workers. PRP therapy harnesses the body’s natural healing properties by concentrating platelets taken from the patient’s own blood and injecting them into the wound area, accelerating tissue repair and regeneration. HBOT increases the body’s oxygen supply and promotes efficient wound healing. While enclosed in a pressurized chamber, patients breathe pure oxygen, allowing their blood to carry 15 to 20 times the normal amount of healing oxygen throughout the body to fight infection. Specific technology varies by hospital—some may offer more options than others.

**These innovative treatments,** along with our dedicated team of professionals, ensure that each patient receives a holistic approach to their recovery, empowering them to regain mobility and return to their daily activities. PAM Health’s wound care programs are designed to promote long-term success. Even after leaving the hospital and returning home, patients can continue receiving expert outpatient treatment at one of our wound care clinics located around the country, offering a continuum of care as they transition back to their daily lives.

# Revolutionizing Rehab

## Advanced Tech Empowers Recovery

**For workers recovering from a serious accident, technological advances in rehabilitation can be a game-changer.** Not only do these innovations accelerate physical healing, but they also boost patients' confidence—a critical factor that fuels motivation and paves the way for success stories. Many PAM Health hospitals incorporate advanced robotic technologies into the treatment plan for patients who have suffered a spinal cord injury, brain injury, amputation, or stroke.

**“By embracing advanced rehabilitative technologies, PAM Health is helping workers' comp patients reach their fullest potential while enhancing the rehabilitation experience. With cutting-edge technology, highly trained therapists, and specialized programs, PAM Health is dedicated to enhancing the recovery journey for all our patients,”** said Christopher Maglaras, PAM Health Vice President of Workers' Compensation.

**Devices like exoskeletons and gait trainers** provide consistent and precise repetitive motions to help patients to regain basic movements, increase range of motion, and activate



different muscles. Plus, with the reduced risk of falling, patients can feel more confident in their therapy, focusing on muscle movement, posture, and balance. These devices also offer measurable feedback that data therapists can use to adapt treatments plans and patients can see their progress.



**Other devices like the THERA-Trainer balo** incorporate virtual reality into the therapy, creating a higher degree of patient engagement. Virtual reality, or VR, can include games that the patients play as they are performing motions and provides audio and visual feedback and an immersive experience. Patients often describe this type of therapy as enjoyable, even as they may be doing high-intensity exercise. Improving patient engagement and focus can help the patients make progress in their overall goals.

**Assistive devices such as the THERA-Trainer tigo** can be used to rebuild strength and motion in both upper and lower extremities. A motor-assisted stationary cycling device, the tigo allows patients to progress from totally assisted movements to partially assisted to total independence. In addition, the tigo can also be used with THERA-soft VR, adding an element of fun to the therapy experience.

**By incorporating technologies like these,** PAM Health is reshaping the recovery experience for patients. With greater confidence, motivation, and engagement, patients are empowered to take active roles in their healing journeys, turning their rehabilitation into truly inspiring success stories.

*Therapists can use the exoskeleton to build strength, confidence, and mobility in patients.*

# Nationally Recognized Physician

## Joins PAM Health Workers' Comp Team as Consultant



**Recently, nationally recognized physician Dr. Lawrence Goren joined the PAM Health Workers' Compensation team** as an official adviser and consultant. With more than 40 years of medical experience, Dr. Goren's extensive clinical background and knowledge base enhance PAM Health's ability to serve both injured workers and the stakeholders involved in the claim.

**“Throughout my career as a medical director,** I have managed the overall care of employees involved in catastrophic and near-catastrophic work injuries. These life-changing events require a best-in-class team approach,” Dr. Goren explained. “I have worked with PAM Health throughout my career. During those interactions, I have encountered an incredible group of people who have created some of the most innovative and successful approaches to many of the complex

*It takes a team! Workers' Comp national team members include (left to right) Crystal Stautzenberger, PAM Health Corporate Director Ambulatory Wound Care, Operations & Physician Relations; Cynthia Chaney, PAM Health Vice President of Value-Based Care; Dr. Lawrence Goren; and Chris Nasto, PAM Health Workers' Compensation Program Director - East Region.*

medical issues that patients and family members face during these most difficult times.”

**That's high praise** from the founder and Chief Medical Officer of Pivot Onsite Innovations, a national provider of occupational health, wellness, prevention, and performance services. Dr. Goren is uniquely positioned to advise employers on how to maximize their workers' compensation outcomes. He has worked with companies around the country to develop quality workers' compensation management programs and tailor health promotion services. He has assisted a range of organizations, from those employing 50 people to those with more than 10,000, including industries such as construction, manufacturing, agriculture, and service firms.

**A respected authority on occupational health,** Dr. Goren is a frequent and popular speaker at health conferences and industry panels and has had articles on health management published in medical journals and industry publications. Additionally, his Pivot Onsite occupational health program has been cited in *The Workers' Compensation Bureau Quarterly* as a model program.

**Looking to the future, Dr. Goren is excited to be sharing his insight and ideas** as a member of the PAM Health team. “It will be my pleasure and my honor to work with PAM Health's talented physicians caring for injured workers and their families throughout their network of long-term acute care hospitals, inpatient rehabilitation hospitals, and specialized outpatient clinics,” he said. “To me, the way the PAM Health professionals care for these patients who have suffered very complex medical events demonstrates their commitment to value-based care and quality outcomes for all involved.”

**A trained surgeon,** Dr. Goren completed both his medical education and residency in general surgery and fellowship in cardiothoracic surgery at Drexel College of Medicine (formerly Hahnemann Medical College). In addition, he developed the occupational medicine program at St. Luke's Hospital in Bethlehem, Pennsylvania. Earlier in his career, Dr. Goren was a founder and owner of Coordinated Health Systems of the Lehigh Valley, a combined freestanding occupational medicine, orthopedic, and rehabilitation company with locations throughout the northeastern Pennsylvania. He holds or has held the appointment of corporate Medical Director at several Fortune 500/100 corporations.

# Our Commitment to You

We understand the needs of every injured worker are different. Our Workers' Compensation program strives to:

- Address the specific needs of the injured worker
- Address the needs of family members throughout the admission
- Collaborate with your team to ensure a successful discharge



**We Welcome Your Referrals!**

**E-mail:**

**WorkersCompensationReferral  
@PAMHealth.com**

**FAX: (908) 378-7799**

## New Workers' Compensation Referral Program

To better support our clients across the country, PAM Health is excited to introduce our national Workers' Compensation Program Referral E-mail and Fax.



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