

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





# A Journey of Faith and Strength:

## An Injured Worker's Recovery After Trauma

**Today, Josh Holloway can proudly walk into and out of PAM Health Rehabilitation Hospital of Orange City and PAM Health Specialty Hospital of Jacksonville,** two Florida hospitals that played pivotal roles in his recovery from an on-the-job accident that left him and his family wondering a few months ago if he would be ventilator-dependent for life.

**Mr. Holloway's story began in February 2023,** when he was working out-of-town in upstate New York and leaving a client jobsite in the wee hours of the morning. His vehicle collided head-on with another vehicle. When he came to roughly 10 minutes later to his car horn blaring, he realized he and his truck had crashed into a street sign. He called his son Hunter, and a passerby came to his aid as they waited for emergency services arrived.

**The accident resulted in a neck injury for Mr. Holloway.**

Little did he know that his hospital visit immediately after would be the "first of many," he said. Despite surgery to his cervical spine in December 2023, he continued to experience symptoms from his injury, especially pain. Eventually, to achieve more lasting relief, on September 16, 2025, Mr. Holloway, who was vice president at a conveyor maintenance services company, underwent artificial disc replacement and cervical fusion procedures. He returned home and was doing well until he awoke on October 4 to find a hematoma on his neck rapidly filling with blood.

**Understandably frightened and confused, his wife Andrea rushed him to the emergency room** where he was diagnosed with a massive cervical hemorrhage, which occurred after three blood vessels burst at the surgical site in his neck. Mr. Holloway was immediately intubated upon arrival and airlifted via LifeFlight to a larger trauma hospital.

While in emergency vascular surgery, he went into cardiac arrest for more than 15 minutes. Although the expert operating room team was able to resuscitate him, he was in acute hypoxic respiratory failure and fully ventilator dependent. For the next 25 days, Mr. Holloway remained in critical condition in the ICU fighting for his life and battling multiple complications. Four attempts to wean him from the ventilator were unsuccessful.

**When Mr. Holloway regained consciousness in the ICU,** his condition began to improve and stabilize.

For the next step in his care, PAM Health Specialty Hospital of Jacksonville, with its specialized ventilator weaning program, was the logical choice to maximize his progress.

**Getting right to work, one day after his arrival on November 4,**

PAM Health's experienced, compassionate team began ventilator weaning trials and helped Mr. Holloway sit up in a recliner. The simple act of sitting up in a chair was a major milestone for Mr. Holloway, who had spent nearly a month bedridden and was severely deconditioned. Within 2.5 weeks, staff helped him liberate from the ventilator—an important achievement that freed him to begin more aggressive physical and occupational therapy. Having lost 80 pounds and being so weak that he was unable to stand, he knew the road ahead would be tough; however, with his determination and the help of the PAM Health teams, he was ready to give it his best.

**On December 9, after weeks of remarkable improvements at PAM Health Jacksonville,**

Mr. Holloway transferred to PAM Health Rehabilitation Hospital of Orange City, which was closer to his home and family. With PAM Health's intensive goal of three hours of therapy daily, he found himself getting stronger. It was common to find Mr. Holloway wheeling through the hallways, playing his music, and talking with staff and other patients, which earned him the affectionate nickname, "The Mayor of PAM." Mr. Holloway found value in doing his sessions in the therapy gym and fully equipped ADL (activities of daily living) suite, which recreates home settings like the kitchen, laundry room, etc., so he could practice his normal routine and prepare to return home safely.

**"After being in two PAM Health hospitals,** I have come to appreciate the 'PAMily' that has supported me and have made my recovery possible. I am truly grateful to get back on my feet," Mr. Holloway said.

**Finding it impossible to single out just one team,** Mr. Holloway credits the entire PAM Health staff for contributing to his recovery. The speech, respiratory, physical, and occupational therapists all used their expertise to help him rebuild what he had previously lost. Additionally, he noted the environmental services staff's commitment to keeping a sterile environment, the nursing team's constant oversight, and the doctors and the administrative staff who visited him daily to update him on his care plan and progress.

**Beyond his determination, Mr. Holloway's faith kept him going** and gave him strength when he needed it during his time at PAM Health. "Without my faith in God and fervent prayers, I would still be in bed," he said. "I give 110%, and God fills in the miracles." One of his favorite motivational Bible verses was from Philippians 4:13: "I can do all things through Christ who strengthens me."

**"I am grateful to PAM Health for creating an environment that allows family-oriented success.** As bad as I want(ed) to go home, I (didn't) want to leave. I can't go [elsewhere] and get the amount of therapy I get here. I can't walk down the hallway here without someone encouraging me. Where else can you get that? Every therapist is special, and they all challenge me differently, which is part of the reason it works so well," Mr. Holloway shared.

**Although he misses his PAM Health families at both hospitals,** he is overwhelmed with joy to be home with his wife and two children and looks forward to cooking for them again.



**"After being in two PAM Health hospitals, I have come to appreciate the 'PAMily' that has supported me and have made my recovery possible. I am truly grateful to get back on my feet," Mr. Holloway said.**



# Expert Wound Care: Heals Body and Restores Spirit

**PAM Health Specialty Hospital of Shreveport** patient Hunter C. Alexander became quite the social media celebrity amassing more than 70,000 followers cheering him on his medical recovery after suffering a work-related injury on January 26, 2026.

**Hunter, 24 years old, captured the hearts and hopes** of so many after sustaining burns to both arms while working as a lineman. He was admitted to Ochsner LSU and underwent multiple orthopedic surgeries before initially returning home on February 12.

**However, after developing complications at home,** he returned to Ochsner LSU for additional treatment and then began exploring where he could go before returning home again. After hearing about PAM Health's outstanding wound care program, he decided PAM Health Specialty Hospital of Shreveport would be the best place for him to continue wound care treatment because of their highly skilled team.

**While at PAM Health, Hunter appreciated working with Daniel** in occupational therapy, whose meticulous approach to measuring his progress in rebuilding his strength and range of motion, especially in his left hand, proved to be a major contributor to his recovery. Hunter's wound care nurse Laurie kept him laughing and in good spirits with her camaraderie while diligently and expertly tending to his burn wounds. Plus, the clinical team coordinated with the orthopedic surgery team at Ochsner for Hunter's follow-up appointments to ensure that his wounds were healing properly.

**A social butterfly, Hunter loved waking up to enjoy his coffee** and chat at the nurses' station as night shift transitioned to day shift. His wife Katie, with her warmth and kind, steady presence alongside Hunter, also became a friendly regular in the Shreveport hospital halls. When Hunter saw how well the hospital decorated for different holidays, he requested for his room to be decorated too, which the staff was quite happy to do.

Before leaving to return home, Hunter wanted to have his photograph taken with each person who made a difference while he was a patient at PAM Health. Hunter and one of his therapists are pictured below.

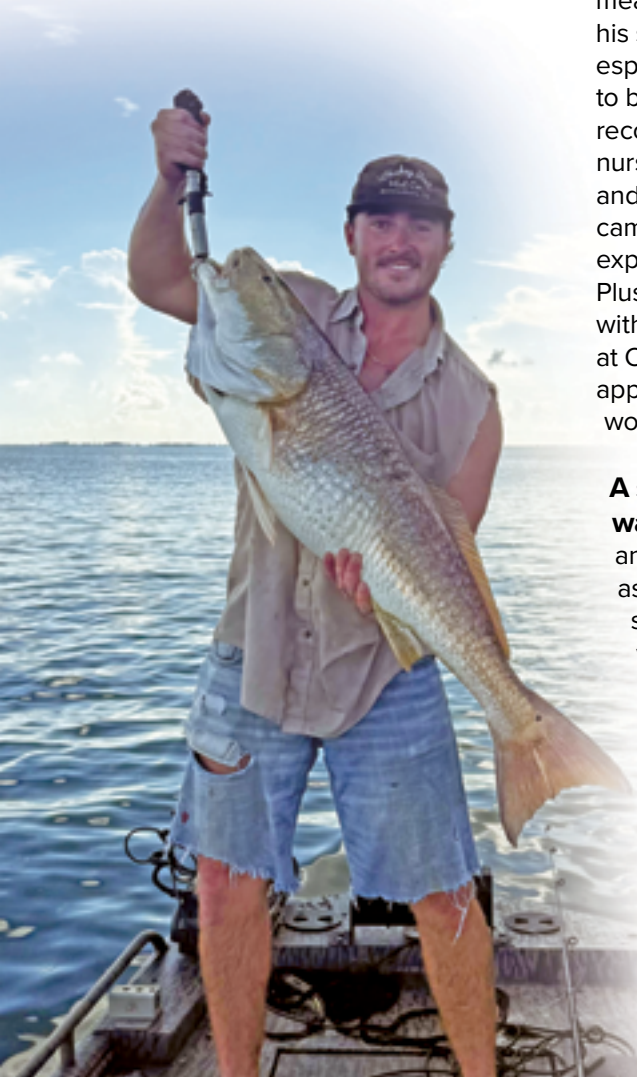


**"We met so many people in such a short amount of time,"** Hunter and Katie beamed, grateful for the kindness and hospitality throughout their entire stay at PAM Health Shreveport.

**Hunter's journey inspired more than the PAM Health team—** it captured the hearts of the community. Known to his TikTok followers (@hunterhuntercole) for his signature "Waddup!" greeting, he brought his resilient spirit to every milestone both in-person and online. He was discharged home on March 16, 2026, and although he still had future procedures and ongoing hand therapy ahead of him, he remained optimistic about his chances of getting out for the start of turkey hunting season in early April. "One step at a time," Hunter said. "I've got a good group of friends and family, so I'm feeling good. They're with me helping me out any way I need."

**Whether he's sharing his progress** or dreaming of his next hunting adventure, Hunter remains a true Louisiana outdoorsman at heart.

*(Left) Hunter doing one of his favorite activities he was eager to return to: fishing.*



# Advanced Approaches to Work-Related Wound Care

**According to insurance data,** wound care accounts for approximately 12% of all workers' compensation claims. Wounds commonly occur as a result of lacerations or cuts from falls or contact with heavy machinery or tools, and they may also be caused by burns or exposure to hazardous environments. When a workers' compensation case involves a wound, it is generally classified as a traumatic injury. Non-healing, or chronic, wounds comprise the largest category of wound care (20.8%), followed by pressure injuries (19.2%). Pre-existing comorbidities such as diabetes and obesity significantly impede wound healing, increasing the likelihood of complications, delayed return to work, and higher overall claim costs.

**Working with a hospital specializing in advanced wound care** can dramatically improve healing rates, patient satisfaction, and clinical outcomes while simultaneously reducing long-term claim costs. Evidence consistently shows how structured wound programs and early access to advanced therapies reduce total episode costs by as much as 30% when compared to standard or fragmented care models. Through PAM Health's network of Advanced Wound Care and Hyperbaric Medicine Centers, patients have access to innovative, evidence-based therapies designed to accelerate healing, prevent infection, and support faster functional recovery.

## Hyperbaric Medicine

**Hyperbaric oxygen therapy (HBOT)** (pictured below) is a well-established adjunctive treatment for complex and non-healing wounds, particularly those complicated by diabetes, vascular disease, or infection. HBOT involves breathing 100% oxygen in a pressurized chamber, which significantly increases the amount of oxygen delivered to hypoxic wound tissue. Enhanced oxygenation stimulates angiogenesis (new blood vessels form from pre-existing vessels), collagen synthesis, and immune response, all of which are critical to effective wound repair.

**Clinical studies show that HBOT can reduce healing time,** lower infection rates, and significantly decrease the risk of major amputations in patients with diabetic and traumatic lower extremity wounds. For workers' compensation cases, these clinical benefits translate into fewer complications, shorter disability durations, and reduced likelihood of permanent impairment. When appropriately integrated into a comprehensive wound-care plan, HBOT supports both improved patient outcomes and better financial stewardship of claims.

## Fish Skin Technologies

**Fish skin graft (FSG) technology represents a newer advancement** in biologic wound care, gaining increasing clinical adoption for traumatic, surgical, and chronic wounds. Derived from acellular fish skin rich in omega-3 fatty acids, these grafts provide a natural extracellular scaffold that supports cellular infiltration, angiogenesis, and tissue regeneration while minimizing inflammatory response.

**Systematic reviews and clinical studies** demonstrate that fish skin grafts accelerate epithelialization (regenerating the epidermis), reduce pain, lower infection rates, and decrease the frequency of dressing changes across a range of wound types, including burns and complex trauma wounds. Recent case studies also show successful healing in high-risk patients with multiple comorbidities where traditional wound therapies had failed.

**For workers' compensation patients,** fish skin technologies can promote faster wound closure and earlier functional recovery, key drivers in controlling extended medical utilization and lost-time expenses. When combined with advanced wound assessment and multidisciplinary care, these biologic solutions help move patients more efficiently along the healing continuum.

## A Strategic Advantage for Workers' Compensation Outcomes

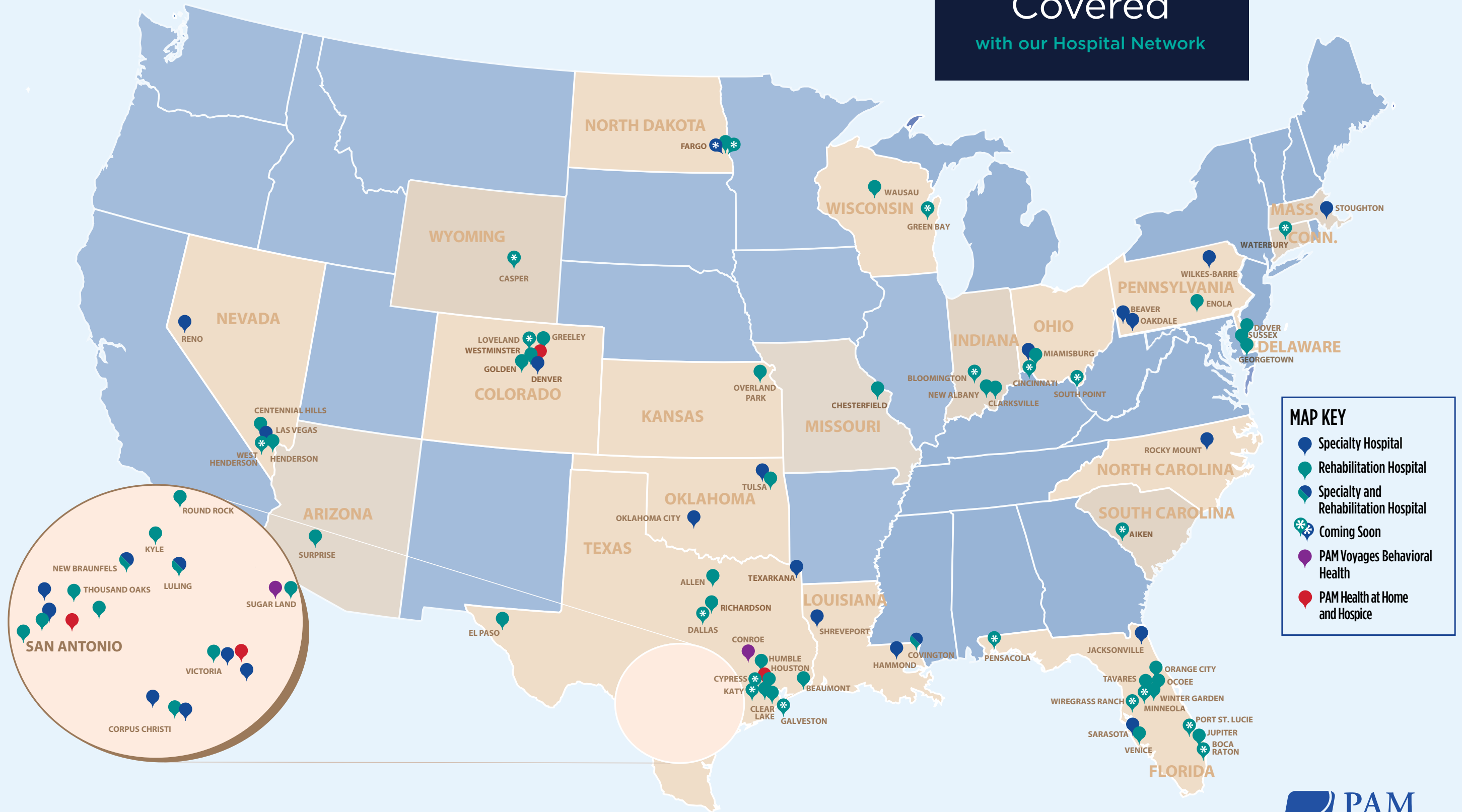
**Advanced wound care is no longer a luxury;** it is a strategic necessity in today's workers' compensation landscape. By leveraging specialized wound centers, hyperbaric medicine, and innovative biologic technologies, PAM Health delivers clinically proven solutions to support faster healing, improved patient satisfaction, and lower total claim costs. This integrated approach does more than restore health; it also accelerates recovery, protects employers' bottom lines, and helps injured workers safely return to productive lives.



*Hyperbaric oxygen chamber*

# We Have You Covered

with our Hospital Network



# The Value of Long-Term Acute Care Hospitals (LTACH) Understanding their Role in Workers' Comp Cases



**When looking at the care continuum**, it is important to understand the levels available within the healthcare delivery system. A care continuum ensures patients receive the right level of care, at the right time, in the right setting, as their health needs change.

**The growth of LTACHs accelerated in the 1990s and 2000s as the need for specialized prolonged acute care increased.**

The continuum allows for increased efficiency and cost control. Different patients need different levels of care at different times. The continuum allows step-down care to ensure the efficient management of resources and containment of healthcare costs.

The highest cost center within healthcare is the acute care hospital, specifically the intensive care unit. In the early 1980s, the long-term acute care hospital (LTACH) level of care began to take shape, offering specialized medical care, advanced rehabilitation services, and utilization of a multidisciplinary team approach, playing a critical role in caring for injured workers.

## What is the purpose of a Long-Term Acute Care Hospital?

**Medicare officially recognized the LTACH designation in 1983**, with the creation of the Medicare Prospective Payment System, which allowed for the classification and reimbursement of long-term acute care hospitals as a distinct provider type. The growth of LTACHs

accelerated in the 1990s and 2000s as the need for specialized prolonged acute care increased.

**LTACHs care for patients with prolonged critical illness** including patients with severe injuries, respiratory failure, or complex infections needing weeks or months of intensive medical care. Traditional hospitals are equipped for short-term stays; LTACHs evolved to provide ongoing care for these patients.

**LTACHs offer a high-level of specialized care for the medically complex patient.**

**Finally, LTACHs alleviate pressure on acute care hospitals** by freeing up beds. Patients who are stable but still need intensive care can transfer to an LTACH, allowing for admissions of new, acutely ill patients to the acute care hospital.

**It is also interesting to note the critical role** LTACHs played during the COVID-19 pandemic. These specialized hospitals cared for patients who needed extended hospital level of care with prolonged recovery needs, especially those requiring ventilator management or complex medical care after the acute phase of COVID-19.

# Consider the Continuum Different Levels of Care Contribute to Patient Success

**Most people assume all hospitals do essentially the same thing**—they help sick or injured people get better. While there is some truth in that, the reality is far more complex as specific types of hospitals provide different levels and types of care depending upon the patient's condition, diagnosis, and recovery needs. At PAM Health, our network of hospitals supports patients after they leave an acute care hospital, ensuring a seamless transition as they move along their recovery journeys. At our long-term acute care hospitals (LTACH), we provide medically intensive care and rehabilitation. At our inpatient rehabilitation hospitals (IRF), the focus is on intensive one-on-one rehabilitation services, which sometimes continue through outpatient care. Understanding the different types of hospitals highlights the vital role each setting can play in a patient's recovery journey and outcomes.

**With multiple levels of care, our hospitals are poised to serve varying patient care needs seamlessly throughout the continuum.**

## Care Levels Defined

**Acute Care Hospitals** provide short-term inpatient care for surgery, sudden illnesses, or serious injuries. Their primary goal is to stabilize patients and address immediate medical needs.

**Long-Term Acute Care Hospitals (LTACHs)** serve patients with complex medical conditions who require daily physician oversight and extended hospitalization. LTACH services may include trauma recovery, ventilator management and weaning, complex wound care, burn treatment, and care for severe or crushing injuries.

**At an Inpatient Rehabilitation Hospital (IRF)** the focus of care is on therapy (physical, occupational, and speech therapy). Intensive therapy services are designed to maximize independence. Daily physician oversight is provided for medically stable patients.

**Outpatient rehabilitation** acts as a crucial next step after inpatient care, offering specialized physical, occupational, and speech therapies to maintain recovery momentum. These programs use focused, technology-driven plans to help patients reach functional goals and reduce the risk of further injury and optimize their potential for a safe return to work.

## Innovation at PAM Health

As medicine continues to advance, so does the care at PAM Health. In fact, outpatient rehabilitation is becoming one of healthcare's fastest-growing sectors because it aligns perfectly with where healthcare is heading: lower cost, patient-centered, technology-enabled, and community-based care. Studies are showing how AI and technology-driven rehabilitation tools improve patient access, convenience, and measurable outcomes. With innovation as one of our core values, PAM Health is at the forefront of finding ways to better serve all patient populations, including workers' compensation. With multiple levels of care, our hospitals are poised to serve varying patient care needs seamlessly throughout the continuum.

*PAM Health rehabilitation hospitals feature state-of-the-art equipment and spacious gyms for inpatient and outpatient therapy.*



# Making Workers' Compensation Claims Easier When It Matters Most

**Navigating the Workers' Compensation (WC) world** can be complicated, time-consuming, and frustrating. From authorization delays to unclear communication and mounting pressure to achieve optimal outcomes, managing a WC claim often feels like balancing multiple balls at the same time. Every decision impacts recovery timelines, return-to-work goals, and overall costs—leaving little room for missteps.

**Fortunately, PAM Health's network** of highly experienced and accessible program directors removes much of that complexity. By combining clinical expertise with hands-on claim coordination, they help even the most involved WC cases move forward with clarity, efficiency, and confidence.

## The Real Challenges of Managing WC Claims

**Claims professionals, employers, and case managers** face common, and very real, obstacles throughout the WC process, including:

- **Communication gaps** between providers, employers, and injured workers
- **Delays in approvals** that slow treatment and prolong recovery
- **Limited visibility** into patient progress and next steps
- **Increased administrative burden** that competes with other responsibilities

**When these issues go unaddressed**, claims can stall, costs can rise, and injured workers may

experience unnecessary frustration during an already difficult time.

## The PAM Health Difference

**PAM Health designed our program** to address these pressure points. Our experienced program directors serve as consistent, reliable points of contact to ensure nothing falls through the cracks.

## Frequent, Proactive Communication

**Our team maintains regular communication** with all stakeholders throughout the claim. From initial admission through discharge planning, program directors provide timely updates, answer questions, and anticipate needs before they become issues. This proactive approach helps

reduce confusion, streamlines decision-making, and keeps everyone on the same page.

## Streamlined Approval Management

**Approval delays are one of the biggest contributors** to extended length of stay and increased costs. PAM Health actively manages the authorization process, working closely with payers and case managers to secure approvals efficiently. By minimizing administrative back and forth, we help keep care progressing without unnecessary interruptions.

## Clear, Consistent Updates

**Transparency is critical in WC claims management.** PAM Health delivers clear, concise updates

on patient status, milestones, and expected outcomes. This consistent flow of information allows claims managers and employers to make informed decisions with confidence, without having to chase details.



**PAM Health delivers clear, concise updates on patient status, milestones, and expected outcomes.**

## A Smoother Path to Better Outcomes

**At PAM Health, we understand that WC claims are truly about outcomes**, timelines, and trust. By simplifying communication, managing approvals, and keeping stakeholders informed every step of the way, we help remove frustration from the process while supporting timely, successful recoveries.

**When complexity is high and expectations are higher**, PAM Health makes managing Workers' Compensation claims easier—so everyone can focus on what matters most: helping injured workers recover and return to work safely.

## Workers' Comp Case Manager Shares Testimonial



**"I wanted to formally acknowledge the exceptional support** I've received from Lorena Perez, RN CCM, Workers' Compensation Program Director at PAM Health Rehab. As a nurse case manager new to workers'

compensation (only 7 months into this career), I've faced a steep

learning curve while managing catastrophic cases including burn injuries, and severe long bone fractures and navigating complex patient care needs. Throughout this challenging transition, Lorena has been an invaluable resource, consistently answering every call and question I've had.

**One situation particularly highlights Lorena's exceptional assistance.** I was managing my first catastrophic injury case where my patient was awaiting a second peer review to release him to inpatient rehabilitation. Once approval was finally obtained on a Friday afternoon, the originally

planned rehabilitation facility denied admission that same day.

The patient was understandably disappointed at the prospect of remaining hospitalized through the weekend while waiting for case workers and physicians to develop new discharge plans on Monday. I immediately contacted Lorena, who arranged for a PAM Health Rehab representative to arrive within hours, enabling my patient to be discharged that very evening to a PAM Health Rehab Hospital. When I visited this patient the following Monday, his mood had significantly improved.

He expressed gratitude for receiving the care he desperately needed to regain independence and was impressed with the quality of both care and accommodation at the rehabilitation center.

**Beyond this specific intervention**, Lorena has made herself available to numerous nurse case managers at my company, provided contact information for other PAM Health Rehab staff including outpatient rehabilitation coordinators and hospital case workers, and facilitated my attendance at IDT meetings to review treatment planning and projected outcomes.

These resources and communication channels have enhanced my ability to excel at my job while providing exceptional patient care and coordination of workers' compensation claims.

**Lorena and PAM Health Rehab have proven to be wonderful resources** for myself and fellow nurse case managers, and I will continue to rely on her expertise for fast-paced patient care needs."

**— Katie Rose, RN, BSN  
Case Manager, Genex**

## Thank You for Your Glowing Reviews!

### Google Review

March 13, 2026



I am a worker's comp nurse case manager and recently had a young patient spend 64 days at this facility. In my line of work, I deal with a lot of different facilities, and I can say without any hesitation that this facility has been the very best I have ever worked with. I, and the patient's family, were included on weekly team conference calls for status updates on my patient. I received weekly progress notes from all disciplines involved, which is very helpful with worker's comp and nurse management. Every question I had was answered through my patient's stay. Chris Nasto, the WC program director, and Taylor Lancaster, the director of case management were exceptional to work with. I would 100% recommend this facility. Thank you all for amazing care!!

# Workers' Compensation Referral Program



## We Welcome Your Referrals!

### E-mail:

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