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The OHARA Times

OHARA's goal is to provide case management with spectacular outcomes for all parties involved. We recognize that time is valuable and appreciate the opportunity you give us to earn your business with every referral. Thank you for your continued support.

Details, Details, Details

Outside of claims management, I am not aware of many jobs that require such great attention to detail. Missed or poorly documented details can come back to haunt even the most experienced claims handler. On the contrary, it can be very difficult to function in this role if one treats every file activity as though it will be reviewed by a trial attorney the next day.

The solution to many tasks, dilemmas and problems that face our world seem to be 'lists'. A trip to any local book store will reveal that there is a 'list' book on any imaginable subject in the world – home projects, contracting, business, health, etc. The reason, simply stated, is that compiling lists streamlines processes and assures thorough completion of assignments.

Likewise, this system of addressing every element of information required on workers' compensation claims can be invaluable when conflict on a file occurs. Furthermore, compiling a list makes for easy gathering of details or data bites that necessitate claims handling.

Many organizations find that a checklist for the adjusting staff can also be easily utilized for performance reviews and hold all staff to the same adjusting standards and practices. This system can keep the organization on the same consistent path and pay dividends when the file goes south and the attorney's start calling.

If a 'list' of corporate procedures has not been made available to you for managing claims, it may be beneficial to ask a co-worker or supervisor if something of this nature is promoted within your organization. It could save you the heartache of overlooking even a small detail that may impact a file once in the attorney's hands.

We're Moving!

We are excited to announce that OHARA Managed Care will be relocating it's corporate office December 7-9, 2007.

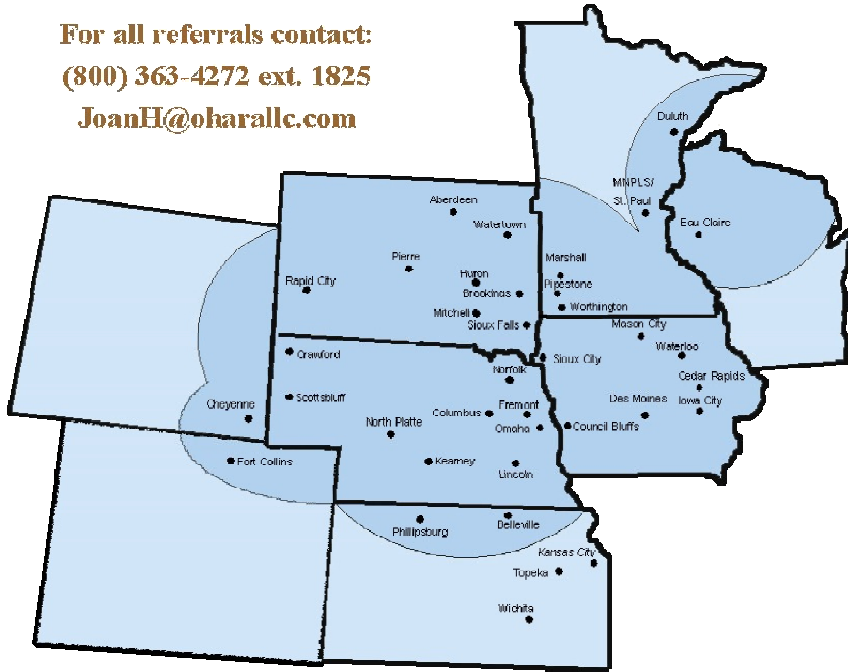
Telephonic case management operations and capabilities will be unavailable during this time. Field staff will have limited availability. Please be assured that we will work at having all communications up and running on December 10th.

Please help us congratulate **Linda Cooper** on a great accomplishment! She was named **case manager of the year** by the Nebraska Chapter Case Management Society of America in front of a group of peers at the Fall Forum in October. Case managers can be nominated for this award and are chosen by the CMSA board.

Congratulations Linda!

Introducing...

For all referrals contact:
(800) 363-4272 ext. 1825
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CHER REEVES, LPN

Cher has been performing case management services since 2005.

Her professional experiences include industrial nursing, geriatrics, surgical, clinical, pediatric ICU and experience as a school nurse. Cher enjoys working and meeting with clients and the employers. Her outstanding work has earned her phenomenal client loyalty.

Residing in Crawford, Cher will be providing on-site case management services to customers in western Nebraska and South Dakota.

BECKY ANDERSON, RN

Becky has been performing case management services since 2001.

Her professional experiences include surgery, labor and delivery, stroke rehabilitation, traumatic brain injury, and occupational health.

Residing in Lincoln, Becky will be providing telephonic case management services to customers in Nebraska.

Getting organized!

Being organized is a great way to reduce stress in your life. Whether it be at home or work, keeping things tidy has a positive impact on our mental state. If you walk into a room that's clean and well kept, you are more likely to be relaxed and at peace. Living in a cluttered environment can cause you additional stress and drain you of energy, time, and even money!

Some great tips for being organized in the workplace are below. I hope you find them to be helpful!

1. **Don't procrastinate.** Waiting until the last minute to complete a task often leads to unnecessary pressure. Giving yourself time to complete a task will help you feel less frazzled and stay motivated.
2. **Make a to-do list.** If your list is extremely long due to the amount of work in front of you, make a smaller more immediate list to work from. If you are able to complete those tasks, refer to your longer list and make yet another smaller list. At the end of the day, seeing all the items you have crossed off your list will help you realize how productive you've been. Many times we crowd our minds with thoughts of things we have to remember and putting them down on paper allows us to mentally let go and focus on something more pleasant, meaningful or immediate.
3. Before you leave, **straighten your desk.** Organizing work into piles or placing them in folders at the end of the day will give some finality to the time you've spent in the office and allow you to relax and better enjoy your time away from the work place. It will also help you feel less stressed the next morning when you walk into an organized space.

