



Response to Covid-19

A Message from the CMSUK Board

Dear member

As part of our Covid-19 strategy, we recognise the importance of being available for our members. Over the coming weeks, we will therefore be providing you with direct contact details for each of the 13 CMSUK Directors, along with our profiles and details of our specialisms and what support we are able to offer. Today, we have included profiles and contact details for Karen Burgin (Chair), Carole Chantler, Emily Nash, Lisa Brown, Teresa Shaw and Dr Devdeep Ahuja.

As a Board we have also discussed running live members Q&A webinars, so please let us know if this would be helpful.

Please continue to get in touch with any questions and suggestions about how we can support you. We are here to help.

Kind Regards

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CMSUK DIRECTOR PROFILES

Karen Burgin, CMSUK Chair



Karen is a Registered General Nurse by profession and has worked within case management for nearly 30 years. She started as a case manager in the NHS before moving into the voluntary and private sectors working with both clinical and vocational case managers. Karen specialises in working with adults and children with severe and catastrophic injuries, having provided clinical supervision to a wide range of professionals working within this field.

Karen has experience of working within both large and small organisations at a senior level where an understanding of clinical issues is required to effectively inform business decisions. Most recently she has established her own company so is aware of the challenges this creates in the current environment.

Karen is able to provide support regarding:

- Managing staff teams remotely
- Clinical advice and supervision
- Problem-solving
- Current HR options and challenges

Email Karen at karen.burgin@cmsuk.org

Carole Chantler, CMSUK Director



Carole's professional background is nursing, critical care. She commenced her case management career in Canada working in travel, private health and government health care case management. In the late 90s she set up a case management company in the UK dealing with personal injury and has worked in this arena ever since. She was a founding member of CMSUK, past chair and continues to be on the board of CMSUK as a director. She obtained her Masters in Case Management in 2011.

Since 2004 Carole has worked for both Claimant and Defendant law firms advising on rehabilitation and health. She was a director of DWF for 5 years working closely with all parties involved in rehabilitation and progression of claims. She chaired the Cat Committee on the revision of the 2015 Rehabilitation Code. Currently she has her own company where she works with all parties, advising on case management, statutory provision and rehabilitation.

Carole is able to provide support regarding:

- Statutory provision
- Continuing healthcare (CHC) funding
- Education, Health and Care Plans (EHCP)
- Catastrophic injury management

Email Carole at carole.chantler@cmsuk.org

Emily Nash, CMSUK Director



Emily is a physiotherapist and has worked in case management since 2007. She has delivered telephone-based services to insurers and employers in claim and pre-claim environments and has provided supervision and support to clinicians to develop real-time decision-making during telephone assessments. Emily has extensive experience sourcing and coordinating private and NHS treatment throughout the UK and currently oversees the clinical management of a supplier network.

Emily Nash, CMSUK Director – continued

Emily's current role is Clinical Quality Manager and she has brought her knowledge of clinical governance and business best practice to CMSUK in her role as Governance Lead.

Emily is registered severely sight impaired (due to a rare genetic condition) and has personal experience of the wide range of support available for those with a visual impairment in areas of personal independence, work and social activities.

Emily is able to provide support regarding:

- Completing telephone assessments - key call management skills
- Sourcing and availability of private treatments at this time such as physiotherapy, psychological or diagnostic imagery
- Clinical and corporate governance
- Signposting for those with visual impairment

Email Emily at emily.nash@cmsuk.org

Lisa Brown, CMSUK Director



Lisa is an experienced chartered physiotherapist of 24 years and expert witness. She has been a member of CMSUK for the past 10 years and is the managing director of Coastal Case Management (CCM). Lisa is an experienced board Director, has managed medical teams and worked with CCG's in obtaining funding for clients. She also has experience in working in collaboration with the NHS.

CCM are currently working with a client that was infected with COVID-19 whilst on a ward following an accident in March and is working with the hospital and families co ordinating rehabilitation and planning discharge.

Lisa has a strong clinical audit background and good attention to detail. She is able to offer support to therapists and case managers on the use of PPE and the most effective safe measures when delivering goods and services to clients to provide reassurance.

Lisa is able to provide support regarding:

- Collaborative working with the NHS staff and the CCG
- Support on working with vulnerable patients and COVID-19, use of PPE
- General business support including access to government grants and loans
- Advice on Furloughing staff

Email Lisa at lisa.brown@cmsuk.org

Teresa Shaw, CMSUK Director



Teresa is a registered nurse who has worked as a case manager over the last 19 years. She is currently Director/Case Manager for Onyx Rehabilitation Ltd. Having set up a small business Teresa has gained knowledge in business requirements and set up. She has a mixture of employees with various backgrounds. She personally deals with the management of the company as well as holding a caseload.

Prior to working as a case manager, Teresa worked for 20 years as a registered nurse in various roles within the NHS and Private sector. During this time, she gained varied experience both clinical and managerial. She was a lead nurse in clinical audit for many years within the NHS. She also led the implementation of clinical supervision across a hospital site. Teresa has a vast interest in the revalidation process, and has supported many nurse case managers to revalidate. She feels support is required across the industry with many nurses working in isolation. She is keen to create a forum within CMSUK to support nurses.

Teresa Shaw, CMSUK Director - continued

Teresa is able to provide support regarding:

- Her experience of setting up a business
- Individual or company queries relating to clinical supervision
- Nurse case manager revalidation

Email Teresa at teresa.shaw@cmsuk.org

Dr Devdeep Ahuja, CMSUK Director



Devdeep is a co-founder and clinical director of RTW Plus Ltd. He is a physiotherapist by background with strong focus on complex trauma, amputations and chronic pain. He worked in India and UK as a clinical physiotherapist before transitioning to case management services and has hands on experience of undertaking detailed needs assessments and developing and implementing rehabilitation plans. Devdeep completed his doctorate looking at factors influencing adherence and attendance in musculoskeletal physiotherapy. He has presented at over 25 conferences internationally,

run training courses for healthcare professionals around workplace rehabilitation and published over 40 articles in various healthcare magazines and journals.

Devdeep is responsible for clinical leadership of a multidisciplinary team of case managers. He is also passionate about research, innovation and development in rehabilitation and healthcare services. He has won multiple awards from CSP, VRA and other industry bodies for his research and practice. Devdeep leads the research sub-committee of CMSUK helping to promote evidence-based practice in rehabilitation services in UK.

Devdeep can provide support regarding:

- Communication skills for remote rehabilitation
- Enhancing productivity in remote workers
- Incorporating evidence-based practice in case management
- Clinical governance
- Ethical and cultural issues in case management

Email Devdeep at devdeep.ahuja@cmsuk.org
