

An Audience With Jason Chadwick HCML

To continue our 'Audience with' series, we recently had a virtual discussion with Jason Chadwick, Specialist Rehabilitation Case Manager and Amputee Clinical Lead at HCML.

As a Rehabilitation Case Manager Jason provides home based assessments to clients with catastrophic / serious injuries including multiple fractures, nerve involvement, soft tissue damage and psychological symptoms.



Q. Hi Jason, thanks for taking the time to chat to us today, these articles are designed to give our followers an insight into the minds of the amazing Case Managers we work with. If we can start off with hearing a little about you and the things that have led to you to this point.

A: Yes of course, my pleasure. My background is predominantly in professional sport; in football. My undergraduate degree is in sports rehabilitation which I did at Hull university and I worked for 12 months full time at Grimsby Town Football Club with the Academy, and I worked for five years at Walsall Football Club in Birmingham. That was with the Academy initially before I moved onto being Head Therapist for the first team for around 18 months. I also completed my MSc in Football Rehabilitation during this period.

After that, I set up my own clinic/company and employed a small number of physio's, and did that for around two years but realised that it wasn't what I really wanted to do. I then looked at different options; Case Management being one of those options. Although I didn't really know a huge amount about Case Management, I did know that you can make a massive difference to people's lives in dealing with injuries, the aftermath of catastrophic events etc. Obviously, working with amputees was a strong pull for me and I remember watching a couple of programmes about the MOD and Headley Court, working with amputees and I watched them whilst I was working in football. I was astounded by the attitude and dedication they had, and that was completely different to what I was experiencing in football. This is what led me to explore working with amputees.

I was thinking, 'wow if I could work with these people day in and day out', and ultimately this was something I couldn't pass up. The opportunity to potentially work with amputees, and it was only potentially at that point, was too much to turn down.

Q. So within the football community, do you mean the players attitude to rehab wasn't as good as it could be?

A: Yes in general, players attitude to rehab fluctuated week to week depending on the teams results and if the team was doing well, players were desperate to get back and wanted to be part of it, whereas if you're not doing well, they can often look the other way and not want to be part of a losing team, therefore being non-compliant / putting up barriers to rehab. This was highly frustrating!

Q. So you mentioned you started your own company, was that purely dealing with the football side?

A: No, this was mostly insurance based activities such as helping people with whiplash etc. I generally dealt with the clients with sporting injuries (due to my background) and the employed physio's assisted with the insurance work. It was a bit of a means to an end to be honest, I knew I wanted to leave football because my daughter was very young and the hours aren't family friendly, constant travelling and staying in hotels, no days off etc, and I had to do something different. This was the thing to do different! This was the stop gap until something came up and then working in case management came up and I've loved it and not looked back since.

Q. So how long ago was it that you moved into case management?

A: It's been 7 years now and has been brilliant. I've done a module at Southampton University on 'Amputee Rehab and Prosthetics Use', to give me some experience on working with amputees. After that, a lot of it was shadowing colleagues and learning on the job so to speak. I attend as many conferences / seminars etc as possible in order to try stay as up to date and relevant as possible with new technologies etc.

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Q. So moving from the footballing world to self-employment for a couple of years, what led you from that to working for HCML?

A: I didn't really enjoy running my own business to be honest; it was seeing the same things and quite mundane. Lots of road traffic accidents, whiplash, insurance cases, basic sports injuries and it just didn't seem like it was sustainable. The opportunity came along to join HCML and it was certainly the best thing to do.

Q. How did the opportunity present itself?

A: I knew two people that had worked at HCML before and they had been and gone onto different things and I spoke to them about what the job entails and what you actually do. They recommended it to me the rest is history!

Q. You are obviously very passionate about case management, what makes you so passionate?

A: I think the fact you can do so much to help somebody after such a catastrophic injury and seeing the actual impact of the event on a person, seeing the rehab path in front of them and what you can do for them in terms of helping them along their journey gives me my passion. Not just the injured person, but the family as well. The effect this has on them can be as bad sometimes from a psychological perspective, accepting a complete change and getting used to a new life, a new individual; whether it be a husband or wife, boyfriend or girlfriend and just helping to build people back up from the worst position they have ever been in to reaching their maximum rehab potential.

Sometimes, just seeing them in hospital before they come home to 2 or 3 years down the line when they can do all sorts of things on their prosthesis and getting their life back to a degree in terms of their hobbies and adaptations.

I think, with amputees, the difference and the progress is very obvious a lot of the time. Obviously they've lost a limb, got a prosthesis and can then do certain things again. It's really good to see! It's the most rewarding job I've ever done!

Q. How would you describe the importance of good case management and the role it plays in the rehabilitation process?

A: I think it's extremely important, and I think the importance of communication and being able to collaborate with lots of different people from all different walks of life and different therapists and whatever it may be; I certainly think that's one of the biggest things. Keeping clients engaged and on board whilst keeping them up to date, certainly with the stakeholders like solicitors, insurers, defendants solicitors is very important. Also, just generally staying on top of things

and making sure things are going in the right direction and goals are being achieved or working towards is key. Realising when things aren't going well and maybe plateauing, we need to find an alternate method and different ways of stimulating the client.

To do this job, you need to be a good listener and have an abundance of empathy. We need to explain things clearly and concisely so the client and the family understands the situation. Remember, most people wouldn't have gone through this before in their lives. This helps to build trust and rapport with them. With this, they're more likely to engage with you and the treatment etc, so building trust is paramount.

Q. How did you first come into contact with Dorset Orthopaedic?

A: First contact was probably at a seminar at the Burton clinic, I am based in Sheffield so Burton is not a million miles from me. I attended a Case Managers seminar there about 5 years ago and it was brilliant. Amazing to see what they do, what the facilities are like and since then, I have attended most of the seminars they do, all the conferences and learned a hell of a lot from them along the way. Also, from speaking to colleagues on who they use to provide the rehab for their clients, Dorset's name often comes up.

Q. So when you first walked into the Midlands clinic for that seminar 5 years ago, what were your first impressions?

A: I was quite shocked actually as to what actually happens at the site. We had a tour of the facilities and met the technicians and saw them working; even the silicone side and watched them put hairs on legs I was amazed. So the biggest shock was how much actually happens on site, the detail and craftsmanship that goes in to things, and how quickly things can happen. Having now had a number of clients go through the rehab process at Dorset Ortho, the outcomes you get are just brilliant.

Q. How do companies like Dorset Ortho help case managers as you navigate through the litigation process and what value do they bring?

A: A lot of value to be honest in terms of the planning, following traumatic amputation, what prosthetics and rehab might be needed, helping to back me up with my INA (Immediate Needs Assessment) and my recommendations. Providing accurate and efficient cost estimates based on what's needed. Also helping with the technical knowledge such as microprocessors and identifying when the right time is for the client. From my experience, they definitely go over and above I would say!

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(Q. How do companies like Dorset Ortho help case managers as you navigate through the litigation process and what value do they bring?)

A: The free of charge assessments are fantastic and usually means there are no barriers in getting the assessment done early. These assessments set things out in terms of costings, timeframes and what is recommended. It really helps to back up what we are trying to do in getting the best for the client in terms of prosthetics and rehab and also navigates around any potential delays or limitations in the NHS.

Q. Where do you think the biggest challenges will come in the next 12 months to Case Managers?

A: That's a good question and I would suggest the emergence and increase in the demand for osseointegration will be a challenge. The barriers are likely to come due to cost being high, and I understand why the cost is high; it's extremely niche, not a lot of people can do it and I personally think the demand for this will get bigger and bigger over time.

The more this treatment becomes known, I think that more and more recommendations will be made.

Q. Tell us a little bit about HCML

A: As a company there are lots of different things that we offer. We offer Case Management in terms of the multi-track side, which are very serious injuries but not classed as catastrophic. We also help people with catastrophic injuries such as brain, spine, amputation and offer various telephone services that attend to injuries that result in general referrals, access to physios etc without the need for field Case Management. We provide vocational assessment and ergonomic assessments aswell.

HCML were acquired in November 2021 and the new owners have taken on multiple additional Case Managers and really looking to grow and progress, which is fantastic. The growth of the business from when I started to now has been astronomical! It's great to be a part of it! My role as Clinical Lead is to help bring on more Case Managers, oversee the quality of amputee specific reports being sent, provide clinical supervision to other case managers with amputee files and assist with growing the amputee side of the business.

We're looking at how to further develop our service and to demonstrate how effective we can be in comparison to other Case Management companies. It's definitely exciting times!