



Case Management Experience

Krystal is a senior nursing professional with 17 years of rehabilitation case management experience. She specialises in the assessment and treatment of acquired brain injury, amputations, chronic pain, orthopaedic injury and psychological trauma. Krystal has extensive experience managing clients with severe and catastrophic injuries. Krystal is adept in spearheading the end-to-end planning, coordination, monitoring and evaluation of care packages in alignment with clients' unique health, care, education and employment needs. She is renowned for driving optimal service levels and client outcomes via a methodical and highly organised approach and maintaining regular and effective contact with all parties. She brings a rigorous knowledge of facilities available within the public sector and effectively manages relationships with all key stakeholders, including solicitors, insurers, NHS and private practitioners and statutory services. Krystal is also highly proficient in vocational rehabilitation, including leading return to work meetings and overseeing the implementation of safe and graduated return to work programmes.

Specialisms

- Acquired Brain Injury
- Amputation (Upper & Lower Limb)
- Orthopaedic Injury
- Psychological Trauma
- Chronic Pain

Qualifications

- BSc (Hons) Nursing w/ RN Qualification
- Diploma in Clinical Supervision
- BPS Approved Certificate in Clinical Supervision
- Foundation Certificate in Counselling & Interpersonal Skills

Professional Background

Following her qualification in 2001, Krystal obtained nine years of nursing experience within the NHS and the HSE. During this time, she held responsibility for assessing and delivering all aspects of clinical care to patients with a wide variety of acute and chronic conditions, working across surgical, medical, orthopaedic, trauma and urology settings. This included for record patient's vital signs and medical information, monitoring patients and recording changes in condition, providing advisory support, administering medications and creating and maintaining healthcare records and reports. Krystal also worked with physicians and other health professionals to create personalised treatment plans for patients and providing training and supervision to student nurses as a qualified mentor. Between 2005 to 2008, Krystal worked as a Rehabilitation Manager, Business Development Manager and Assistant Vice President with AIG Medical & Rehabilitation Ltd. During this time, Krystal provided case management services to large companies under their employer's liability or public liability insurance policies. This involved managing a large caseload of personal injury cases of varying severity, procuring new commercial clients and compiling tender applications. From 2008 to 2012, Krystal served as a Rehabilitation Manager with Proclaim Care Ltd. This role included responsibility for the training, mentoring and clinical supervision of other case managers. Since 2012, she has worked as an Associate Rehabilitation Manager on a self-employed basis, managing a varied caseload of moderate to catastrophic injuries.



Career History

Associate Rehabilitation Manager

Proclaim Care Ltd
(2012 - Present)

Rehabilitation Manager

Proclaim Care Ltd
(2008 - 2012)

Rehabilitation Manager, Business Development Manager & Assistant Vice President

AIG Medical & Rehabilitation Ltd
(2005 - 2008)

Registered Nurse

Various Clinical Settings
(2001 - 2005)

Memberships

- Nursing & Midwifery Council
- Royal College of Nursing
- Case Management Society UK
- British Association of Counselling & Psychotherapy
- COSTR

Ages Covered

- Adults only