



Case Management Experience

Krystal is a senior nursing professional with 18 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 & private sector and effectively manages relationships with all key stakeholders, including solicitors, insurers, 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. Krystal 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. Krystal also held various team leadership roles within the rehab setting. Between 2005 to 2008, Krystal worked in various roles managing rehabilitation programmes, focused on substantial caseload of personal injury cases of varying severity. From 2008, Krystal focused on managing a caseload of catastrophic PI cases of acquired brain injury, amputations, chronic pain, orthopaedic injury and psychological trauma.



Career History

Associate Rehabilitation Manager

Proclaim Care Ltd
(2012 - Present)

Rehabilitation Manager

Proclaim Care Ltd
(2008 - 2012)

Rehabilitation Manger, 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
- BABICM
- British Association of Counselling & Psychotherapy
- COSRT

Ages Covered

- Adults only