

Great 100 Nurses Nomination  
Carla Dippold

***Describe a specific example(s) of how your nominee has shown concern for humanity through extraordinary care and compassion for patients. Nominee should display tireless work effort, creative initiatives to promote health and comfort, and triumph over horrendous odds/demands.***

As On With Life's Director of Case Management, Carla is a tireless advocate for individuals with brain injury to have the opportunity to benefit from intensive rehabilitation. Over and over, Carla educates funding sources on the unique needs of persons who have experienced a brain injury, advocating for more inpatient rehabilitation. Carla paints a beautiful picture of why the person served needs this level of rehab. She spends hours at a time reviewing progress reports and translating clinical notes from therapy and nursing into functional terms so that funding sources can fully understand the progress that individuals are making. She reviews all of the daily therapy notes for each person served to find important information for insurance. She writes appeals to the insurance companies when the person served is denied coverage. To give just one example, we recently had the wife and children of a person served lose their health insurance. Carla went above and beyond and worked diligently to find new insurance for the wife and children. By helping, Carla was able to help the family avoid numerous personal expenses and the stress of finding a new insurance provider. She works closely with an interdisciplinary team to gather information and provide payers with the data they need to make an informed decision regarding discharge. Carla goes the extra mile and is dedicated to getting individuals the service they deserve, whether that be from a funder, a landlord, an employer, another provider, or even our own staff.

***What do you consider to be your nominee's most significant, innovative contribution to the nursing profession? Why? Nominee should have a dynamic impact on practice or community outcomes, hospital-wide policy changes, and life-changing events.***

Carla has been a nurse since 1983, and she has used her nursing expertise as a reference point by which to promote and advocate for quality, comprehensive healthcare for all of our persons served and families. She has served as a nurse case manager for nearly three decades, both at her previous role at UnityPoint and in her current role at On With Life. Through that role she has been able to impact policy, develop protocols to meet regulatory and accreditation standards, and to train new staff in what can be made possible through teamwork. Carla works hard to not only advocate for persons served but also helps keep us in compliance with regulations and requirements. She draws on over 30 years of experience as a nurse to think outside the box for the persons served. Carla has spent her career moving beyond the "traditional" nursing mold. She has developed expertise that spans the entire rehabilitation continuum, from therapy to psychology and from leadership to case management. Her influence has widely impacted several generations of new nurses, as she sets an example of how a nurse case manager can not only impact the way services are delivered, but also improve access to the essential services.

***Provide an example of how your nominee has demonstrated leadership through practice, mentoring, or serving as a role model for others in the field. Nominee should actively seek to support nurses, act in a leadership role within the community, serve as a role model, and promote/advance the nursing profession in a positive way.***

As On With Life's Director of Case Management Services, Carla oversees social work and counseling staff and has also supervised therapy teams. She is the point person for the entire clinical staff, as she facilitates the integration of all On With Life departments - nursing, therapy, social work, dietary, and psychology. In addition, she coordinates with contracted providers who deliver care or services at On With Life, including physicians, pharmacists, and X-ray and lab technicians. She is respectful of all members of the interdisciplinary team and includes everyone in decision making.

Carla is the calm among the storm. Everyone who works with her has been touched by her dedication, her calm demeanor, her ability to handle tough situations with grace, her wide range of knowledge, and her very practical and functional approach to securing the most appropriate, timely and beneficial services to meet individual needs. She works in a world swirling with regulatory and legal challenges, insurance demands, documentation demands, and persons served and their families who are suffering in many aspects of their lives. She manages these challenges with a remarkable amount of grace and discipline, while reminding staff that the persons served and their families are the single most important responsibility we have.

Carla's work continues outside the walls of On With Life as well. She has been involved in professional associations where she represents the perspective of individuals living with brain injury at multiple conferences, special events, networking and association opportunities.

Carla is a consummate professional. She embodies the concepts of character, attitude, competence, and excellence. Carla acts as a servant leader, always willing to give of her time and insights to build the organization into a better place. One colleague said, "It has been a privilege to have Carla as a resource and mentor."

**What specific event prompted you to nominate this nurse?**

There is not just one event, but rather an accumulation of Carla's many years of dedication and hard work. A growing awareness that she has never received the public recognition she so richly deserves. Her ability to educate, in no uncertain terms, the critical importance of the specialty competencies and training which are essential to the provision of effective brain injury rehabilitation services, is outstanding. She is a tireless advocate whose heart is always with the people she is privileged to serve.