

# Better Together

75th Annual  
Workers' Compensation  
Educational Conference  
32nd Annual Safety & Health Conference

December 12 - 15, 2021  
The Orlando World Center Marriott

General Chair  
James N. McConnaughay



Workers'  
Compensation  
Institute

Program Chair  
Steven A. Rissman

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# Conference Registration Form

Name \_\_\_\_\_

Company Name (as you wish it to appear on name badge) \_\_\_\_\_ Title \_\_\_\_\_

Business Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_ Email Address \_\_\_\_\_

Adjuster License Number \_\_\_\_\_ Agent/Broker License Number \_\_\_\_\_

Medical/Rehab License Number \_\_\_\_\_ Attorney Bar Number \_\_\_\_\_

**What position do you hold?**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Judiciary                 | <input type="checkbox"/> Broker                      | <input type="checkbox"/> PEO                                   |
| <input type="checkbox"/> Paralegal                 | <input type="checkbox"/> Personnel/Human Resources   | <input type="checkbox"/> Staff Leasing                         |
| <input type="checkbox"/> Risk Manager              | <input type="checkbox"/> Vocational Rehabilitation   | <input type="checkbox"/> Physical Therapist                    |
| <input type="checkbox"/> Safety                    | <input type="checkbox"/> Injured Employee's Attorney | <input type="checkbox"/> Mediator                              |
| <input type="checkbox"/> Employer                  | <input type="checkbox"/> Employer/Carrier Attorney   | <input type="checkbox"/> Healthcare Provider - Specialty _____ |
| <input type="checkbox"/> Cyber Security Specialist | <input type="checkbox"/> Adjuster                    | <input type="checkbox"/> Regulator, State of _____             |
|  | <input type="checkbox"/> Nurse/Case Manager          | <input type="checkbox"/> Other (Designate) _____               |



**PLEASE SELECT REGISTRATION OPTIONS:**

- Conference** I have enclosed a check; or authorize WCI® to charge my credit card \$330 for early bird registration before June 1, 2021; \$380 for pre-registration before November 12, or \$410.00 if received after November 12. NO REFUNDS ISSUED AFTER NOVEMBER 26, 2021. ALL REQUESTS FOR REFUNDS MUST BE IN WRITING, VIA EMAIL OR FAX. TOTALS:  
\$ \_\_\_\_\_
- Pre-Registration Required Offerings** (There is no additional fee for conference registrants for these sessions. **Pre-registration required.**)
- OSHA General Industry 10-Hour Course ~ Class size is limited.
  - Professional Mediation Conference
  - NIOSH Regional Seminar
  - Alliance of Women in Workers' Compensation
- WCI® Prayer Breakfast** I have enclosed a check; or authorize WCI® to charge my credit card \$60 for registration. \$ \_\_\_\_\_
- 2021 Florida Workers' Compensation Reference Manual** (printed publication, not included in registration fee) I have enclosed a check; or authorize WCI® to charge my credit card \$80.00 per book for Conference registrants; or \$160 per book for non-registrants. Pre-ordered books will be available for pickup on-site at the Conference for registrants. \$ \_\_\_\_\_

**Kids' Chance Golf Tournament** To register for the golf tournament please visit [www.wci360.com/golf](http://www.wci360.com/golf).

Grand Total Due \$ _____
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**PLEASE SELECT PAYMENT TYPE:**

- Check (Payable to WCI®)  Visa   Mastercard   American Express   Discover 

To pay using credit card (Visa, Mastercard, American Express or Discover, only) please complete the following information:

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_ CVV \_\_\_\_\_ Signature \_\_\_\_\_

**MAIL THIS FORM TO:**

Workers' Compensation Institute  
 P.O. Box 200, Tallahassee, FL 32302-0200  
 or 2846 Remington Green Circle, Ste. A, Tallahassee, FL 32308  
 Phone 850.425.8156 Fax 850.521.0222 (Credit Card Only)  
 Or Email To: [shirley@wci360.com](mailto:shirley@wci360.com)  
 (Federal Tax I.D. No.: 59-2846608)  
 REGISTER ONLINE AT [WWW.WCI360.COM](http://WWW.WCI360.COM)

**Deadline** for early bird registration rate of \$330 - June 1, 2021  
**Deadline** for inclusion in Attendees Roster - November 5, 2021  
**Deadline** for pre-registration rate of \$380 - November 12, 2021  
**Deadline** for refund of registration fee - November 26, 2021  
**On-Site** registration fee at the Conference or registration fee if received after November 12, 2021 is \$410.

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# Saturday, December 11

## Give Kids The World

### Give Kids the World Service Day

We are excited to partner up with Give Kids The World Village again in 2021 in a new and exciting way!

#### Last Year's Efforts - 2020:

Last year, even though the midst's of a Pandemic, the WCI community continued our ongoing support of the village, virtually. With virtual at home volunteer projects, over 350 individuals and families put together and completed over 5,500 masks and autograph books for the kids and families. In addition, we appreciate everyone who generously supported Give Kids The World during the WCI virtual silent auction. The total amount raised from the silent auction, separate contributions, and sponsorships amounted to over \$93,000!

#### Volunteering in 2021:

This year we are thrilled to inform you that the village has reopened! Although not at 100%, kids and families have started to return to the village which is at about 20 percent capacity. Large volunteer groups are still not allowed on sight, so the planning surrounding our volunteer day is still somewhat fluid. This allows the village to keep a high level of safety for their guests, workers and volunteers but also allows for their Night of a Million Lights event!

#### Special hotel rates:

Special Hotel rates of \$99 at the Marriott World Center for Friday and Saturday nights will be given to those who register for the conference and participate in the Give Kids the World event.

**Pre-registration is required and can be accomplished by referring to the WCI website at [www.wci360.com/give-back](http://www.wci360.com/give-back).**



### Night of a Million Lights

What is Night of a Million Lights? Give Kids The World Village closed to wish families in mid-March of 2020 due to the global pandemic, delaying more than 6,000 wishes. Night of a Million Lights was designed to raise funds to ensure that the wishes of critically ill children could return bigger and better than ever before once the time was right to reopen. It was such a huge success that the Village has decided to do it again in 2021 and WCI will be playing a big part in it.

To learn more about GKTW's Night of a Million Lights event, visit: [https://youtu.be/E\\_d5NS7J2ec](https://youtu.be/E_d5NS7J2ec)

#### Details:

WCI has been offered a unique experience to combine our conference in with GKTW's Night of a Million Lights event this year. Volunteer opportunities along with our annual Gala and silent auction will be held, wait for it...at the Village this year!

When: Saturday, December 11th 2021  
 Where: Give Kids The World Village  
 210 South Bass Rd.  
 Kissimmee, FL  
 Time: 5:00 pm - 10:00 pm

WCI will be holding a private event to tour the Night of a Million Lights event together beginning at 5:00 pm. Following the Night of a Million Lights event, we will meet in GKTW's very own Hoppingen Place to commence WCI's annual Gala and silent auction event!

- Kids & Families are welcome.
- Rides and several activities will be available for the whole family.
- No busses this year.
- Parking will be available at the village to all WCI attendee's personal vehicles.
- Sponsorship opportunities available.

This is the perfect event to have fun and network while serving the important purpose of raising funds for Give Kids the World. Dinner, silent auction, and entertainment will be provided along with admission to GKTW's Night of a Million Lights. The Silent Auction will include vacations, sports memorabilia, jewelry, purses, and many other exciting items.

#### Sponsorships:

We are seeking sponsors for this event and donations of items for the Silent Auction. Please see the Program Sponsorship and Silent Auction page at [www.wci360.com/give-back](http://www.wci360.com/give-back).

# Sunday, December 12

2021 Official Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: CORA-WORKTRACKS

**7:00 – 1:00 am Parking Available At The Marriott**

Shuttle bus between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

**7:00 – 7:30 am Late Registration for Kids' Chance Golf Tournament**

Hawk's Landing Golf Club at the Orlando World Center Marriott – Cart Staging Area (registration for those not pre-registered, if space available)

**7:30 – 1:00 pm Kids' Chance Golf Tournament  
Produced by and benefiting  
Kids' Chance of Florida**

Hawk's Landing Golf Club at the Orlando World Center

All profits from this tournament will be given to Kids' Chance of Florida.

Golf Tournament Luncheon in Hawk's Landing, immediately following tournament

**8:00 – 5:00 pm Convention Registration & Information**

Palms Foyer, Convention Level

**12:00 – 5:00 pm Exhibit Hall Setup**

Cypress Ballrooms 1, 2 & 3  
Convention Level

**E. Earle Zehmer National Moot Court Competition**

Because of the changed dates for the Conference, the preliminary rounds will be held virtually. The finals will be held at the Florida First District Court of Appeals in Tallahassee, Florida. The preliminary virtual rounds will be held via Zoom on November 13 and 14, 2021. The final round will be live on January 7, 2022.

# Professional Mediation Conference (Day 1)

Presented by The Professional Mediation Institute (PMI)

(Pre-Registration is required. Refer to Registration Form on page 3.)



Separate registration required, see page 3.

## Insights and Suggestions To Help Every Mediation Participant Get More Out of The Process

**8:00 – 9:00 am Registration**  
Grand Ballroom 8A Foyer  
Convention Level

**9:00 – 5:00 pm** Grand Ballrooms 8A & 8B  
Convention Level  
(Entrance through corridor between  
Grand Ballrooms 7 & 8)

(Day 2 of this program is on Monday, December 13, 2021 beginning at 8:30 am in Grand Ballroom 8A. See page 31.)

### Concurrent sessions to choose from:

#### Welcome and Introductions, Session 1A

Grand Ballroom 8A  
Convention Level

Robin Caral Shaw, *Attorney and Mediator*  
*Chairperson PMI*  
*Law Office of Robin Caral Shaw, PA*  
*Boca Raton, FL*

#### Welcome and Introductions, Session 1B

Grand Ballroom 8B  
Convention Level

Stuart F. Suskin, *Attorney and Mediator*  
*Stuart F. Suskin Mediation*  
*Gainesville, FL*

**9:00 – 10:00 am Breakout Session 1A**  
**Thoughts from the Parking Lot:  
Avoiding Impasse and Having to  
Reconvene on the Courthouse  
Steps**

Grand Ballroom 8A  
Convention Level

#### Moderator:

Honorable Deborah Blevins  
*Deputy Commissioner*  
*Virginia Workers' Compensation Commission*  
*Roanoke, VA*

#### Panel:

Honorable Melodie Belcher  
*ALJ, State Board of Workers'*  
*Compensation (GA)*  
*Columbus, GA*

Joe Giaramita, *Attorney*  
*Hankin & Giaramita, PA*  
*Davie, FL*

Michael Imber, *Attorney and Mediator*  
*Office of the Judges of Compensation Claims*  
*West Palm Beach, FL*

Caroline Minor, *Attorney and Mediator*  
*Louisiana Workforce Commission*  
*Baton Rouge, LA*

A panel of mediators from Florida, Louisiana, Georgia, and Virginia will share their tips on avoiding impasse. From the use of humor, to bracketing, to reality testing, learn techniques to get past posturing and settle the case. With war stories from the parking lot, this session promises to be both fun and educational.

**Professional Mediation Conference (Day 1)  
(Continued)**

Grand Ballrooms 8A & 8B, Convention Level

**9:00 – 10:00 am Session 1B  
Preparation of Mediation Reports  
and Agreements: What Can  
Ethically be Included in Writing?**

Grand Ballroom 8B  
Convention Level

**Moderator:**

Honorable Gregory Johnsen  
*Office of the Judges of Compensation Claims  
West Palm Beach, FL*

**Panel:**

Thomas E. Glick, *Attorney and Mediator  
Center for Conflict Resolution  
Miami, FL*

Bruce Blitman, *Attorney and Mediator  
Law Office of Bruce Blitman  
Palm Beach Gardens, FL*

Joe Hankin, *Attorney  
Hankin & Giaramita, PA  
Davie, FL*

Preparation of the mediation report and agreement should seem basic but as will be developed, it is not. What goes into the report (who was in attendance, not in attendance, agreement reached, impasse) will be discussed. Who drafts the agreement? What does it contain? What about using “bullet points?” When is it appropriate to start drafting the agreement before resolution of the entire case? What about contingent agreements and agreements requiring third-party approval? Mediation agreements are usually enforceable, but what are the exceptions to that?

**10:00 – 11:00 am Breakout Session 2A  
Heads I Win, Tails You Lose:  
The Biases and Mistakes of Expert  
Opinions**

Grand Ballroom 8A  
Convention Level

**Moderator:**

Rosanne Shore, *Attorney and Mediator  
Center for Conflict Resolution  
Miami, FL*

**Panel:**

Dr. Benjamin Shore  
*Chief Medical Consultant  
Royal Caribbean Cruises, Ltd  
Miami, FL*

Honorable David Imahara, *Chief Judge  
Hearing Division  
State Board of Workers’ Compensation  
Atlanta, GA*

Honorable Robert L. Dietz  
*Office of Judges of Compensation Claims  
Sebastian, FL*

A majority of cases require negotiated mediation. Many resolutions are achieved through the testimony of credible experts. The perceptions of the parties as to the expertise of the witness is crucial. What factors detract from or augment credibility for the finders of fact?

**10:00 – 11:00 am Breakout Session 2B  
Demystifying Marketing of  
Mediators: Understanding Your  
Target Market’s Six Psychological  
Stages from Brand Awareness to  
Raving Fans**

Grand Ballroom 8B  
Convention Level

**Speaker:**

Tee Persad, *Attorney  
CPLS  
Orlando, FL*

You might be the best mediator in the area. You may have read all the books on human dynamics, “Getting to Yes,” and breaking an impasse. But, if you can’t market your abilities, you won’t get attorneys and business clients to ever give you a chance to prove your value. In this session, you will learn how to develop a marketing plan to get clients as well as keep and grow your client base.

**Professional Mediation Conference (Day 1)  
(Continued)**

Grand Ballrooms 8A & 8B, Convention Level

**11:00 – 11:50 am Breakout Session 3  
Keynote: Security and Safety  
Preparations and Precautions in  
This Time of Random Violence**

Grand Ballroom 8A  
Convention Level

**Speaker:**  
Andrew J. Scott, III  
*Scott-Roberts and Associates*  
Lake Worth, FL

Andrew J. Scott, III began his law enforcement career as a police officer; graduated from the FBI National Academy in Quantico, VA; has been a guest commentator on CNN, MSNBC, FOX, and NPR (among others); and is a member of the National Association of Professional Background Screeners; all of which means he has great and harrowing stories to share, insights and learned advice to provide, all designed to make you more aware of what you can do to be safe. You will also be entertained.

**11:50 – 1:00 pm Lunch (on your own)**

**1:00 – 2:00 pm Breakout Session 4A  
No More Walking on Eggshells:  
What You Need to Know About  
Interpersonal Violence and Sexual  
Harassment in the Workplace  
(Part 1)**

Grand Ballroom 8A  
Convention Level

**Speakers:**  
Liz Bradshaw, MS  
*Victim Advocate/SVU Ft Lauderdale Police  
Department*  
Ft Lauderdale, FL

Sarah deLaurentis, *Attorney and Mediator*  
Boca Raton, FL

Part 1: Interpersonal violence (IPV) and sexual harassment in the workplace have gained attention in recent years. It's important to develop strategies to better manage the issues so employers and employees don't feel caught off guard when either occurs. These distressing situations bring challenges to companies, employees, victims, and perpetrators especially when policies and mitigation strategies are lacking. The speakers will focus on how IPV manifests itself, provide some strategies for addressing it in the workplace, and cover insights for mediators and others attending mediation when dealing with sexual harassment cases in the age of #MeToo.

**1:00 – 2:00 pm Breakout Session 4B  
Shall We Dance? Different Styles  
of Mediation**

Grand Ballroom 8B  
Convention Level

**Moderator:**  
John B. Marion, IV, *Attorney and Mediator*  
*Upchurch Watson White and Max*  
West Palm Beach, FL

**Panel:**  
Kathryn Collins Peek, *Attorney and Mediator*  
*Kathryn Collins Peek, PA*  
Jacksonville, FL

Eric V. Hires, *Attorney and Mediator*  
*Eric V. Hires, LLC*  
Orlando, FL

Books on mediation frequently discuss different styles of mediation including Transformative, Facilitative, and Evaluative styles. Some mediators adopt one; others are like jugglers and tend to integrate all three styles into each case. This panel will share which styles are most effective for them, and how they can be mixed and matched in different settings to achieve the best result for the parties.

**2:00 – 3:00 pm Breakout Session 5A  
No More Walking on Eggshells:  
What You Need to Know About  
Interpersonal Violence and Sexual  
Harassment in the Workplace  
(Part 2)**

Grand Ballroom 8A  
Convention Level

**Speakers:**  
Liz Bradshaw, MS  
*Victim Advocate/SVU Ft Lauderdale Police  
Department*  
Ft Lauderdale, FL

Sarah deLaurentis, *Attorney and Mediator*  
Boca Raton, FL

Part 2: Interpersonal violence (IPV) and sexual harassment in the workplace have gained attention in recent years. It's important to develop strategies to better manage the issues so employers and employees don't feel caught off guard when either occurs. These distressing situations bring challenges to companies, employees, victims, and perpetrators especially when policies and mitigation strategies are lacking. The speakers will focus on how IPV manifests itself, provide some strategies for addressing it in the workplace, and cover insights for mediators and others attending mediation when dealing with sexual harassment cases in the age of #MeToo.

**Professional Mediation Conference (Day 1)  
(Continued)**

Grand Ballrooms 8A & 8B, Convention Level

**2:00 – 3:00 pm Breakout Session 5B  
The Apology: It's the Law – or is It?**

Grand Ballroom 8B  
Convention Level

**Moderator:**  
Thomas E. Glick, *Attorney and Mediator  
Center for Conflict Resolution  
Miami, FL*

**Panel:**  
Carey Moreland, *Attorney  
Moreland & Mendez, PA  
Maitland, FL*

Joe Hankin, *Attorney  
Hankin & Giaramita, PA  
Davie, FL*

A simple statement of regret sounds easy but may not be so easy to express. We'll examine the use of apology: when it is appropriate and when it is not? Who initiates the apology and what role does the mediator play? The use of apology is actually written into the Florida evidence code. When is an apology admissible...and when it is not?

**3:00 – 4:00 pm Breakout Session 6A  
Confidentiality and Caucus:  
Intersections, Separate Roads,  
and Collisions**

Grand Ballroom 8A  
Convention Level

**Speakers:**  
Robin Carol Shaw, *Attorney and Mediator  
Law Office of Robin Carol Shaw, PA  
Boca Raton, FL*

Christine Harter, *Attorney and Mediator  
Christine L. Harter, PA  
Ocala, FL*

Everything in mediation is confidential – except when it's not. There's a long list of exceptions. Caucus (separate meeting) is an option in mediation but separating the parties often heightens distrust and may create a fear of mediator bias. Emotions run high in mediation but is it real or feigned? Is it something the parties need to work through to reach a resolution? Two experienced mediators will use war stories and law to explore the issues.

**3:00 – 4:00 pm Breakout Session 6B  
Technology Insights, Updates,  
Unknowns, and Challenges**

Grand Ballroom 8B  
Convention Level

**Speakers:**  
Renee Thompson, *Attorney and Mediator  
Upchurch Watson White & Max  
Ocala, FL*

Mellanie Bartlett, MS  
*Sweeney & Bartlett Marketing Partners, Inc  
Maitland, FL*

Most of us know we should be doing more – more to protect our computer systems and information, and more to market our services. But there never seems to be enough time or enough in the budget to do it properly! Come learn to be smarter and more efficient as you invest your time and money in technology.

**4:00 – 5:00 pm Breakout Session 7A  
Diversity – Are You Sinking in  
Quicksand?**

Grand Ballroom 8A  
Convention Level

**Speakers:**  
Celia Mendez, *Attorney and Mediator  
Moreland & Mendez, PA  
Maitland, FL*

Honorable Geraldine Hogan (Ret.)  
*Attorney and Mediator  
Geraldine Hogan, PA  
Miami Lakes, FL*

The purpose of this presentation is to heighten audience awareness of several potential issues that may be present in a mediation involving diversity. The panel will delve into many hot topic areas involving mediation participants of different race, ethnicity, religion, sexual preference, physical and emotional handicaps, and age-related matters through fictional scenarios. Audience participation is strongly encouraged for a full exchange of thoughts and ideas.

**Professional Mediation Conference (Day 1)  
(Continued)**

Grand Ballroom 8B, Convention Level

**4:00 – 5:00 pm Breakout Session 7B  
True and Chilling Ethical  
Nightmare War Stories Forced on  
the Mediator**

Grand Ballroom 8B  
Convention Level

**Moderator:**

Adam Ross, *Attorney and Mediator*  
Office of Judges of Compensation Claims  
Lauderdale Lakes, FL

**Panel:**

Stuart F. Suskin, *Attorney and Mediator*  
Stuart F. Suskin Mediation  
Gainesville, FL

Jeff Breslow, *Attorney and Mediator*  
Office of Judges of Compensation Claims  
Lauderdale Lakes, FL

Taysha Carmody, *Attorney*  
McConnaughay, Coonrod, Pope, Weaver  
& Stern, PA  
Ft Lauderdale, FL

The panel will share some unusual real-life ethical dilemmas experienced at mediation and how the participants dealt with them. These stories will be interspersed with the Rules of Ethics that govern all parties in mediation to both instruct and advise how to smoothly navigate often complex issues faced at mediation.

**7:00 – 10:30 pm College of Workers' Compensation  
Lawyers Member Induction Dinner  
(Members only)**

Crystal Ballroom J1  
Convention Level

The College of Workers' Compensation Lawyers is an organization that honors workers' compensation plaintiff/claimant attorneys, defense attorneys, professors, and judges, nationwide. Members are recognized as distinguished contributors to the workers' compensation legal community. This members-only dinner is being held in conjunction with the conference this year to recognize new inductees admitted to the College in 2020/2021.

# Monday, December 13

2021 Official Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level  
Wi-Fi Password: CORA-WORKTRACKS

- 7:00 – 1:00 am** Shuttle bus service between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.
- 7:00 – 8:00 am** **WCI® Prayer Breakfast**  
Crystal Ballroom H, Convention Level  
Separate registration required. See page 3.
- 8:00 – 5:00 pm** **Registration and Information**  
Palms Foyer, Convention Level

**8:00 – 5:00 pm** **Exhibit Hall, Health Fair and Puppy/Kitten Cuddle Zone Open**  
Cypress Ballrooms 1, 2 & 3  
Convention Level

Cuddle Zone Sponsored by:  
**ConservCare, Inc.**

**9:00 – 9:25 am** **Welcome and Introductions**  
Palms Ballroom - Canary  
Convention Level

James N. McConnaughay, *Attorney*  
*McConnaughay, Coonrod, Pope, Weaver & Stern, PA*  
*WCI General Chair*  
*Tallahassee, FL*

Steven A. Rissman, *Attorney*  
*Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*  
*WCI Program Chair*  
*Orlando, FL*

**National Anthem Vocalist:**  
Elicia Smith

**9:25 – 9:50 am** **Scholarship and Award Presentations**

**Friends of 440 Scholarship Presentation**  
Honorable Ray Holley  
*Judge of Compensation Claims*  
*Jacksonville, FL*

**Give Kids the World Presentation**  
Doug Clark, *FCLA*  
*Director of Client Services, SIU*  
*Sedgwick*  
*Tampa, FL*

**FWCI Hall of Fame Announcement**  
Steven A. Rissman, *Attorney*  
*Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*  
*WCI Program Chair*  
*Orlando, FL*

**Kids' Chance of Florida Scholarship Presentation**  
Robert Wilson  
*President & CEO*  
*WorkersCompensation.com*  
*Sarasota, FL*

Linda Vendette  
*Vice President*  
*Zenith Insurance*  
*Sarasota, FL*

**Volunteer of the Year Award**  
James N. McConnaughay, *Attorney*  
*McConnaughay, Coonrod, Pope, Weaver & Stern, PA*  
*WCI General Chair*  
*Tallahassee, FL*

**10th Annual Florida Orthopaedic Society Injured Workers' Inspiration (IWI) Awards – Case Presentations**  
Kevin Farmer, *MD*  
*President, Florida Orthopaedic Society*  
*UF Orthopaedics & Sports Medicine Institute*  
*Gainesville, FL*

**9:50 – 10:00 am** **National Underwriter Award for Excellence in Workers' Compensation Risk Management**  
Sponsored by Safety National and Sedgwick



sedgwick

Elana Jefferson  
*Executive Editor*  
*National Underwriter Property & Casualty*  
*ALM Media, LLC*  
*New York, NY*

For the past approximately 20 years, National Underwriter Property & Casualty magazine's Annual Excellence in Workers' Compensation Risk Management Award has recognized three organizations and companies with outstanding loss control, safety, and return-to-work programs. These awards represent the very essence of recognizing those who have achieved that level of expertise that the Educational Conference strives to instill in conference attendees.

**Opening General Session (Continued)**

Palms Ballroom - Canary, Convention Level

**10:00 – 11:30 am Industry Keynote**

Sponsored by:



sedgwick

**Does Our System Do Harm**

**Hosts:**

Kimberly George  
*Global Head of Innovation & Product  
 Development  
 Sedgwick  
 Chicago, IL*

Mark Walls  
*Vice President Communications & Strategic  
 Analysis  
 Safety National  
 Chicago, IL*

**Panel:**

Michele Adams  
*Vice President Risk Management  
 Operations & Casualty Claims  
 Walmart Claim Services  
 Bentonville, AR*

K. Max Koonce  
*Chief Claims Officer  
 Sedgwick  
 Memphis, TN*

David Langham  
*Florida Office of Judge of Compensation  
 Claims  
 Pensacola, FL*

Susan Shemanski  
*Vice President Corporate Risk Management  
 The Adecco Group NA  
 Jacksonville, FL*

It is easy to identify the benefits of the workers' compensation system for injured workers. But do we regularly assess and consider what we do to avoid potential harm that the system may cause? While this may seem like a loaded question, there are clearly some misaligned incentives, complex claims processes and procedures, and a unique system that is daunting and intimidating to the injured.

The session will take a deep look at the workers' compensation system to identify areas of weakness and inefficiency, and suggest changes and technological advances that could provide a better experience and outcome for both injured workers and employers.

**11:30 am Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

# Appellate Oral Arguments

**2:15 – 3:15 pm** Palms Ballroom - Canary  
Convention Level

**Presented by the First District Court  
of Appeal  
Tallahassee, FL**

This session is back by popular demand! Talk about a reality show. Two actual cases will be argued live before a panel of judges of the Florida First District Court of Appeal. The decision of the Court will be posted on the Court's website several weeks after the oral arguments take place. The facts and issues to be argued should be posted mid-October 2021 on the WCI® website, [www.wci360.com](http://www.wci360.com).

# Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Two Years of Impact on Workers' Compensation (Day 1)

**1:00 – 4:30 pm** Crystal Ballroom J1  
Convention Level

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 9:00 am in Crystal Ballroom J1) See page 36. Day 3 of this program is on Wednesday, December 15, 2021 beginning at 8:00 am in Crystal Ballroom J1. See page 71.)

2020/2021 witnessed a series of events never before seen in America and hopefully never again to be repeated. Forever in the rearview mirror of our journey moving forward, the industry has shown its resiliency and ability to adapt to a host of adverse conditions.

Among the level-setting events pelting the industry in these defining years were: COVID-19, its associated deaths, and strain on hospital capacity and resources; extended business shutdowns, record unemployment, and widespread job loss; devastating weather events including hurricanes, flooding, earthquakes, mudslides, and wildfires; increasing dependence on technology; expansive data collection; growing privacy concerns; multiple cyberattacks from foreign countries on the nation's infrastructure; numerous instances of civil disobedience and "not so civil" disobedient instances; active shooter situations; and one of the most contentious election cycles ever recorded.

Sedgwick Executive Chairman, Dave North will offer opening remarks and introduce a series of sessions aimed at exploring what effect these events have had on the workers' compensation industry. Among the questions this series will address are: Where do we start in planning for the future? Will there be a "new normal" for our industry and what will it look like? And, most importantly, is there a need to begin an earnest review of the sustainability of our workers' compensation system? With an eye on the road ahead, this "rearview mirror" series will deal with many questions as we look for ways to thrive in this "new normal" world in which we all find ourselves.

**1:00 – 2:15 pm** **The Impact of COVID-19 on Workers' Compensation Claim Composition**

**Moderator:**

Dave North  
*Executive Chairman*  
Sedgwick  
Memphis, TN

**Speakers:**

John W. Ruser  
*President and CEO*  
*The Workers' Compensation Research Institute*  
Cambridge, MA

Alex Swedlow  
*President*  
*California Workers' Compensation Institute*  
Oakland, CA

The beginning point for addressing the impact of the COVID-19 pandemic on workers' compensation is to understand its financial impact on the

economy as a whole, the industries that the pandemic has affected the most, and whether the COVID-19 pandemic has impacted the number and character of non-COVID claims. In January 2021, the Workers' Compensation Research Institute released its first report concerning the massive slowdown of economic activity caused by the COVID-19 pandemic and the resulting effect on workers' compensation. The report also addresses to what extent COVID-19 claims have affected non-COVID cases and the various state workers' compensation systems' responses. WCRI and CMCI will discuss interstate and California-specific findings on COVID-19 claims and the impact on workers' compensation of the slowdown of economic activity caused by COVID-19, based on reports from the two institutes.

**2:15 – 2:30 pm** **Break**

**2:30 – 3:30 pm** **The "Perfect Storm" of 2020/2021: Its Impact on Industry Players and Program Practices**

**Moderator:**

Dave North  
*Executive Chairman*  
Sedgwick  
Memphis, TN

**Speakers:**

Scott Westman  
*SVP, Casualty Operations*  
Sedgwick  
Lake Mary, FL

Lindsey Harris  
*Director Risk Management*  
Dollar Tree  
Norfolk, VA

Abbie Hudgens  
*Administrator*  
*State of Tennessee Bureau of Workers' Compensation*  
Nashville, TN

Paul Braun  
*Managing Director US Casualty Claims Consulting*  
*Global Risk Consulting, Commercial Risk Consulting*  
Aon  
Dallas, TX

The events of 2020/2021 have fundamentally changed workers' compensation industry players and program practices. This session will explore how insurance carriers and service providers have responded in terms of pricing, coverage and service offerings, and contract terms and conditions. Driven by data and rapidly changing business needs, the evolution of claims management practices and service models will also be explored. Legislative compliance and benefit coordination continues to be an elevated business priority. Regulatory insight is essential. Exposure to the highly contagious coronavirus has redefined expectations at the workplace and employee interactions with customers and co-workers. Back-to-business

## Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Two Years of Impact on Workers' Compensation (Day 1) (Continued)

Crystal Ballroom J1, Convention Level

initiatives became and continue to be a significant focus for those looking to forge ahead. Many of these encompassing changes have made a notable imprint on the industry and business going forward and can be leveraged for future success.

### 3:30 – 4:30 pm Adapting to the “New Normal” as Defined by 2020/2021

**Moderator:**

Dave North  
*Executive Chairman*  
*Sedgwick*  
*Memphis, TN*

**Speakers:**

Dr. Teresa Bartlett  
*Managing Director, Senior Medical Officer*  
*Sedgwick*  
*Troy, MI*

Patti Colwell  
*Workers' Compensation Program Manager*  
*Southwest Airlines*  
*Dallas, TX*

Thomas F. Ryan  
*Senior Principal | National Practice*  
*Integrated Casualty Consulting*  
*Willis Towers Watson*  
*Short Hills, NJ*

The COVID-19 pandemic redefined the workplace as we knew it and employee needs changed considerably. At the height of the pandemic, healthcare resources approached capacity, many employees worked remotely, and the industry came under pressure to adapt quickly to changing conditions. Telehealth became a widely accepted means of delivering care and expanded its breadth and scope of services rapidly. Working remotely also created new challenges as questions surfaced around how to establish a safe workspace at home as well as compensability of injuries that occurred in a remote setting. The importance of mental and behavioral health was spotlighted as many employees returning to the workplace exhibited increased anxiety, fear, anger, isolation, and depression. For those with new or existing work-related injuries, return-to-work practices were more complicated and often had to be modified due to position availability. Many of the adaptations that came out of 2020/2021 have proven to be positive and are expected to carry over in the years to come. Join us as we discuss these and other factors moving forward and ways to improve employee care and experience.

# Breakout for Risk Managers (Day 1)

**1:00 – 4:15 pm** Grand Ballroom 7A  
Convention Level

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 10:00 a.m. in Grand Ballroom 7A. See page 48.)

**Program Moderator:**  
Daniel T. Jaffe, *Attorney*  
*Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*  
*Tampa, FL*

**1:00 – 2:00 pm** **Legislative Advocacy for Risk Managers**

**Moderator:**  
Barry A. Dillard  
*Vice President, Risk Management Services*  
*Disney Cruise Line and Walt Disney World Resort*  
*Orlando, FL*

**Panel:**  
Whitney Craig  
*Director of Government Relations*  
*RIMS (Risk and Insurance Management Society)*  
*New York, NY*

Patrick Sterling  
*Senior Director, Legendary People and Risk Management*  
*Texas Roadhouse*  
*Louisville, KY*

Lauren McBride  
*Director of Liability Claims*  
*Publix Super Markets*  
*Lakeland, FL*

As a result of the COVID-19 pandemic, risk professionals around the world were not only faced with internal risk, but also external legislative and policy changes. Now more than ever, we have witnessed a flurry of both state and federal legislation that impact risk professionals and our companies worldwide. Risk professionals, being the voice of the consumer, have the ability to shape new regulations through legislative advocacy. The head of RIMS government relations and key stakeholders from the hospitality and supermarket industries will discuss key legislative and regulatory changes in 2021 and a how they will affect your business in the years to come.

**2:00 – 2:15 pm** **Break**

**2:15 – 3:15 pm** **Risk Management Lessons From the World's Biggest Brands**



**Panel:**  
Michele Adams  
*Vice President, Risk Management*  
*Operations and Casualty Claims*  
*Walmart Claim Services*  
*Bentonville, AR*

Laure Lamy  
*Founder*  
*Policy Strategies*  
*Saint Simons Island, GA*

What can you learn about risk management and claims strategies from two of the most knowledgeable professionals in our industry? Plenty! After 24 years working at one of the world's most recognized and beloved brands, Michele Adams moved from Walt Disney World Resort to the world's biggest retailer, Walmart, to lead the risk management operations. Join Laure Lamy as she and Michele Adams share an engaging discussion of what distinguishes world-class risk management and claims organizations.

**3:15 – 4:15 pm** **National Underwriter Award Winners – Risk Managers – Workers' Compensation**

**Moderator:**  
Elana Jefferson  
*Executive Editor*  
*National Underwriter Property & Casualty*  
*ALM Media, LLC*  
*New York, NY*

The top three award winners of the National Underwriter Award for Excellence in Workers' Compensation Risk Management will present on their award-winning Risk Management efforts and the basis upon which their programs have been recognized. Attendees' "take away" is being aware of why such programs are being recognized for their excellence and how such successes can be utilized to improve their own risk management programs. Specific reference will be made to risk management oversight of workers' compensation issues.

# Medical Breakout Sessions (Day 1)

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 10:00 am in Crystal Ballroom C. See page 46.)

## Orthopaedic Breakout

Presented by the Florida Orthopaedic Society

**1:00 – 4:00 pm** Crystal Ballroom C  
Convention Level  
(Entrance to G2)

### 1:00 – 2:00 pm Welcome and Introductions

Fraser Cobbe  
*Executive Director*  
*Florida Orthopaedic Society*  
*Tampa, FL*

### 10th Annual Florida Orthopaedic Society Injured Workers Inspiration (IWI) Awards – Case Presentations

Kevin Farmer, MD  
*President, Florida Orthopaedic Society*  
*UF Orthopaedics & Sports Medicine Institute*  
*Gainesville, FL*

The Injured Workers Inspiration (IWI) Awards were created to recognize the achievements of injured workers and their musculoskeletal physicians. Highlighting this year's most compelling stories of medical innovation and the conquering nature of the human spirit, these case presentations will both inspire and educate. Please join us as we celebrate the achievements of these remarkable patients and recognize the advances of musculoskeletal science.

### Improving Outcomes of Peripheral Nerve Injuries

**Speaker:**  
Daniel Penello, MD  
*Alexander Orthopaedics*  
*St Petersburg, FL*

During this presentation, Dr. Penello will provide an understanding of the pathophysiology, diagnosis, and treatment of work-related carpal tunnel syndrome, cubital tunnel syndrome, and radial tunnel syndrome. The audience will learn about nerve healing and the latest science on regeneration. The doctor will also share those evidence-based techniques that maximize outcome and reduce complications following peripheral nerve repair.

### 2:00 – 3:00 pm Labral Tears in the Hip

**Speaker:**  
Michael Gombosh, MD  
*South Florida International Orthopaedics*  
*Miami, FL*

Dr. Michael Gombosh from South Florida International Orthopaedics will lead this discussion on labral tears in the hip. The presentation will cover normal hip anatomy and the role of the labrum. The audience will learn how to recognize and understand how preexisting alterations in anatomy can predispose an individual to labral tears. He will also discuss the complicating significance of preexisting arthritis of the femoracetabular joint in the presence of a labral injury.

### Total Joint Replacement in the Workers' Compensation World

**Speaker:**  
Arturo Corces, MD  
*Miami Institute for Joint Reconstruction*  
*Miami, FL*

Dr. Corces will discuss considerations for compensability of joint replacement surgery in the workers' compensation system. What is the anticipated post-operative recovery time and duty restrictions for employees who receive a joint replacement? What are realistic functional expectations and return-to-work timeframes? And what happens when something goes wrong? Are there alternatives to joint replacement and what are the known complications that can occur even in the most skilled hands?

**Medical Breakout Sessions (Day 1) (Continued)**

Crystal Ballroom C, Convention Level (Entrance to G2)

**3:00 – 4:00 pm Reducing Post-Operative Opioid Use with Minimal Investment****Speaker:**

Christopher Baker, MD  
*Florida Orthopaedic Institute*  
 Tampa, FL

While COVID-19 has had a significant impact on the progress the United States has made in reducing the use of opioids, the drive for reducing opioid dependence in surgical patients continues. Over the last several years, the heightened awareness of the opioid crisis has led to significant shifts in surgical and pharmaceutical techniques to combat the reliance on opioids for post-surgical patients. Join Dr. Christopher Baker as he discusses his cost-effective formula for reducing the need for extended opioid use for his surgical patients while focusing on quality outcomes and timely return to function.

**Musculoskeletal Care in a Pandemic, Telehealth and Other Lessons from COVID-19 and Current Clinical and Legal Controversies in Orthopaedics****Moderator:**

Morgan A. Indek, *Attorney*  
*Eraclides Gelman*  
 Maitland, FL

**Panel:**

Larry Halperin, MD  
*Orlando Orthopaedic Center*  
 Orlando, FL

Dane Trask  
 CEO  
*OrthoFlorida*  
 Boca Raton, FL

Join us as we review lessons learned from the COVID-19 crisis as it relates to musculoskeletal care and protecting patients and employees in the midst of a pandemic. This dynamic session will also blend clinical and legal insight to provide an update on common traumatic injuries and the overall impact they have on the workers' compensation system. Our panel of medical experts will discuss the prevalence of musculoskeletal trauma in workers' compensation cases and the use of telehealth as a treatment platform, focusing on common injuries, anticipated medical costs, future health care needs, and causation.

# National Trends In Workers' Compensation (Day 1)

**1:00 – 4:15 pm** Grand Ballroom 8A  
Convention Level

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 10:00 am in Grand Ballroom 8A. See page 50.)

**1:00 – 2:00 pm** **Addressing and Managing  
Compassion Fatigue in First  
Responders**

**Moderator:**  
Jacqui Turner  
*Business Development & Education  
BayCare Behavioral Health  
Clearwater, FL*

**Panel:**  
Tracy Daniels  
*Clinical Educator  
BayCare Behavioral Health  
Clearwater, FL*

Lance Michael  
*Lieutenant/Paramedic  
Largo Fire Rescue  
Largo, FL*

Sam Picard  
*Community Engagement  
BayCare Health System  
Clearwater, FL*

Jason Wing  
*Lieutenant/Paramedic  
St Pete Beach Fire Rescue  
St Pete Beach, FL*

While most people run away from a tragedy, first responders run toward it with full intention and heart. This action, however, may come at a significant price to their mental health. Approximately one third of first responders experience significant mental health challenges such as depression and PTSD. Suicide rates are notably higher among first responders. In this session, a panel of mental health professionals and first responders will discuss the prevalence of compassion fatigue, trauma, anxiety, and depression among first responders and the stigma associated with seeking help. Attendees will leave with a better understanding of the unique behavioral health challenges faced by first responders and the importance of specialized interventions aimed at improving their resiliency and emotional well-being.

**2:00 – 2:15 pm** **Break**

**2:15 – 3:15 pm** **Advocacy-Based Claims Handling:  
Practical Application for Frontline  
Staff**

**Moderator:**  
Alana Letourneau, MD, MBA  
*Senior Vice President, Clinical Strategy  
Carisk Partners  
Miami, FL*

**Panel:**  
Claire Muselman, MPA, EdS, AIC, AIC-M,  
AIM, AIS AINS, ACS, CLP, SCLA Gold  
*Vice President  
North American Risk Services  
Des Moines, IA*

Brigette B. Becker, AIC  
*Senior Vice President  
Frank Winston Crum  
Clearwater, FL*

David Vittoria, LCSW, MCAP, ICADC,  
NCAC II  
*Senior Vice President, Clinical Services  
Carisk Partners  
Miami, FL*

The healthcare industry invests significant resources to create positive patient experiences. It is well established that customer experience drives engagement, which impacts outcomes. In recent years, we have seen a shift in focus to providing a more holistic approach to health and wellness and a renewed focus on mental health. In a healthcare system that is complicated, we strive to provide positive patient experiences and ensure quality medical care is delivered. For the workers' compensation industry, however there has been a historical challenge in creating a consistent approach to communicating in a way that reinforces transparency and puts the injured workers' needs first. Given the bi-directional nature of physical pain and mental health, there is a significant need to provide better behavioral health support for injured workers who suffer from injuries with compounding behavioral health challenges. This session will enhance your understanding of the benefits of an advocacy-based claims handling approach and provide tangible strategies to improve patient communication to build trust.

**National Trends In Workers' Compensation  
(Continued)**

Grand Ballroom 8A, Convention Level

**3:15 – 4:15 pm    Managing a Company's Risk  
During and After a Pandemic –  
The Lessons Learned From COVID**

**Moderator:**

Kristian M. Cross, *Attorney*  
*Vernis & Bowling*  
*Columbia, SC*

**Panel:**

Steve Figliuolo  
*Enterprise Risk Management*  
*Chick-fil-A, Inc*  
*Atlanta, GA*

Pamela Last  
*Assistant Vice President, Claims*  
*Summit Consulting*  
*Lakeland, FL*

Lawrence J. Feinstein, *Attorney*  
*Vernis & Bowling*  
*Deland, FL*

This session is designed to assist employers, whether large or small, to recognize and manage the variables which may arise in the event of a pandemic or unexpected event. The impact of the COVID-19 virus permeates more than the employee's lungs. From the employers' perspective, the impact of governmental regulation and implementation of ever-changing protocol recommendations will be addressed, as well as the impact these protocols have on the company moving forward. Unmask the secrets of establishing policies and procedures for the next pandemic!

# National Workers' Compensation Review - Thirteenth Annual (Day 1)

**1:15 – 4:30 pm** Grand Ballroom 8B  
Convention Level  
(Entrance through corridor between  
Grand Ballrooms 7 & 8)

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 9:00 am in Grand Ballroom 8B. See page 52.)

**1:15 pm Welcome and Introductions**

**Co-Chairs, National Workers' Compensation Review (NWCR):**

William E. Pipkin, Jr., Attorney  
Austill, Lewis, Pipkin & Maddox  
Mobile, AL

James M. Anderson, Attorney  
Anderson Crawley & Burke  
Jackson, MS

H. George Kagan, Attorney  
H. George Kagan, PA  
Gulf Stream, FL

**1:15 – 2:15 pm "Living Abled" There and Back Again: A Physician's Tale Personal Journey Through – and Practical Take Aways From Injury Recovery**

**Speaker:**  
Christopher R. Brigham, MD  
Sr. Contributing Editor for the *AMA Guides to the Evaluation of Permanent Impairment*  
Hilton Head, SC

In fall 2018, cresting an illustrious career in clinical medicine, serving as Senior Contributing Editor for the *AMA Guides to the Evaluation of Permanent Impairment*, and having just authored a critically acclaimed book on healing and recovery from serious injury, Dr. Brigham himself became seriously injured, nearly dying.

Well, he's back – and has redeveloped this program to share with you latest developments in healing, injury recovery, and return to work – uniquely from ALL THREE perspectives of physician, author, and recovering patient. Genuinely new, practical insights are provided into healing of the body, mind, and spirit: *there are more things in heaven and earth than are dreamt of* -- in even his own book!

Bottom line: this deeply-informed presentation is designed to advance the art and science of improving injury claim outcomes.

**2:15 – 2:20 pm Break**

**2:20 – 3:20 pm** In partnership with the prestigious National College Of Workers' Compensation Lawyers, the NWCR proudly presents:

**Appeal, or Not to Appeal, That is The Question!**

**Panel:**  
Honorable Noma D. Gurich, Chief Justice  
Oklahoma Supreme Court  
Oklahoma City, OK

Honorable Terry A. Moore  
Alabama Court of Civil Appeals  
Montgomery, AL

Ramon Malca, Attorney  
Malca Law, PA  
Miami, FL

H. George Kagan, Attorney  
H. George Kagan, PA  
Gulf Stream, FL

As with war, you may not be interested in appeals but appeals are interested in you! Claims handlers know mastery of statute and regs is half the battle: the full "job description" requires ongoing familiarity with judicial construction of nearly every facet of a claim, some helpful and illuminating; some not so much.

Who's making all this law, and why? While few in claims have ever handled an appeal -- EVERY WC appeal started on a claims desk! Actively or passively, you're helping make the law. So, brush up your knowledge of the inner game!

Our superb panel – justice of a state supreme court; judge from a state's sole intermediate civil appellate court; two career-long friendly adversaries -- a renowned workers' and a leading industry appellate attorney – discuss whether to appeal (or if initiated by others, whether to see it through); holding attorneys accountable re indications for appeal, without asking the impossible; when stakeholders might be obliged to appeal (but also when to "hold em"), and why some appeals "based on principal" -- aren't -- even when asked to join as "amicus curiae." Finally, mysteries revealed: briefs and arguments that help, and those not so much (mirroring our opening, i.e., bad cases, AND bad briefs, can make bad law), coupled with deep insight into judicial opinion writing -- and your company's implementation of case law. A NWCR master class on how to, by those who do.

**3:20 – 3:30 pm Break**

**National Workers' Compensation Review (Day 1)  
(Continued)**

Grand Ballroom 8B, Convention Level

**3:30 – 4:30 pm**    **The Truest Win-Win Situation:  
Humanitarian Settlement in the  
“Impossible” CAT Claim  
(“Humanitarian: Involved in or  
connected with improving people’s  
lives and reducing suffering.”  
Cambridge Dictionary)**

**Moderator:**

William E. Lindahl  
*Executive Director  
CPT Institute  
Apollo Beach, FL*

**Panel:**

Jodi Loud  
*Brain and Spinal Cord Injury Home Office  
Consultant  
The Hartford  
Hartford, CT*

David Korch  
*Vice President Workers' Compensation  
& Medicare Practices  
Arcadia Settlements Group  
Philadelphia, PA*

What's that got to do with claims -- or settlements? Everything. This enlightened presentation shows how by strategically accessing state, federal, and medical resources, you can achieve attractive case closures in the impossible cases while providing injured workers additional support and resources enabling them to also protect external benefits. Pure “win-win.”

Special needs and other trusts are discussed: claims professionals usually focus on interplay between Medicare and workers' compensation but ignore how Medicaid becomes a vital resource for injured workers. Add these skills to your CAT case tool kit. NWCR: How to, by those that do.

# The Roger L. Williams National Regulators College (Day 1)

Presented by The Southern Association of Workers' Compensation Administrators and The Self-Insurance Guaranty Funds of America



Separate registration required.

**Separate Registration & Payment Is Required.**  
**Register at: [www.sawca.com](http://www.sawca.com).**  
**Open Only To State Regulators, Officials and Legislators.**

**8:00 – 8:45 am Continental Breakfast**

**8:45 – 4:30 pm** Hall of Cities - New York & New Orleans  
Convention Level

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 8:45 am in Hall of Cities - New York & New Orleans. See page 60.)

**College Deans:**  
Honorable Karl Aumann  
*Chairman*  
*Maryland Workers' Compensation*  
*Commission*  
*Baltimore, MD*

Beth Aldridge  
*Commissioner*  
*Mississippi Workers' Compensation*  
*Commission*  
*Jackson, MS*

**8:45 – 9:00 am Workers' Compensation 101:  
A History & Overview**

**Presenters:**  
Honorable Karl Aumann  
*Chairman*  
*Maryland Workers' Compensation*  
*Commission*  
*Baltimore, MD*

Beth Aldridge  
*Commissioner*  
*Mississippi Workers' Compensation*  
*Commission*  
*Jackson, MS*

Welcome, introduction and overview of topics to be covered & issues discussed during seminar beginning with a brief history of the origins of the state programs.

**9:00 – 10:00 am Insurance Coverage Issues –  
An Employer Focus**

**Moderators / Presenters:**

Susan Schulte  
NCCI  
Boca Raton, FL

Tom Glasson  
Government Affairs Officer  
AIG  
Dallas, TX

Various insurance coverage issues/options will be explained and discussed including voluntary market, self-insurance, large deductibles, PEO's, captives, residual market/assigned risk pools, & state funds.

**10:00 – 10:15 am Morning Refreshment Break**

**10:15 – 11:00 am Insurance Coverage Issues –  
An Employee Focus**

**Moderators / Presenters:**

Susan Schulte  
NCCI  
Boca Raton, FL

Tom Glasson  
Government Affairs Officer  
AIG  
Dallas, TX

Various coverage issues/options will be explained and discussed including covered employees, independent contractor, impact of a 1099 & how payment is issued, undocumented workers, exempt employees and more.

**The Roger L. Williams National Regulators College  
(Day 1) (Continued)**  
Hall of Cities - New York & New Orleans, Convention Level

**11:00 – 12:00 pm    Insolvency & Bankruptcy. . .  
What You Need To Know**

**Presenter(s):**  
Gary Davis  
*Executive Director  
Southern Association of Workers'  
Compensation Administrators  
Lexington, KY*

Jack Reale, *Attorney  
Drew, Eckl & Farnham, LLP  
Atlanta, GA*

Charles Hough  
*Executive Director  
Alabama Workers' Compensation  
Self-Insured Guaranty Association  
Decatur, AL*

Brian Gee  
*Executive Director  
Florida Self-Insurers Guaranty Association,  
Inc  
Tallahassee, FL*

Insolvencies and bankruptcies will occur...how you have prepared and how you respond will determine how successful you will be in "managing" the event...including staying out of the news.

**12:00 – 1:00 pm    Lunch Provided for All Students  
& Presenters**

**1:00 – 1:45 pm    Compliance & Fraud – 30,000  
Foot Overview**

**Presenter:**  
Andrew Sabolic  
*Assistant Director  
Division of Workers' Compensation  
Department of Financial Services  
Tallahassee, FL*

Join Andrew Sabolic as he shares how Florida combats the constant and pervasive practice of "going bare"...insurance style...and ways to encourage compliance.

**2:00 – 4:30 pm    10th Annual National Regulators  
Roundtable**

Crystal Ballroom G1  
Convention Level

**Moderator:**  
Honorable Melodie L. Belcher  
*ALJ, State Board of Workers'  
Compensation (GA)  
Columbus, GA*

**5:00 – 6:00 pm    NAWCJ and SAWCA Reception**

Grand Ballrooms 1 & 2  
Convention Level

All faculty and students are invited to attend the perfect closure for the first full day of the college. Mingle and unwind with old friends and new acquaintances.

# Physical Therapy Breakout

**1:00 – 4:15 pm** Grand Ballrooms 11 & 12  
Convention Level

**1:00 – 2:00 pm** **Busting the Myth that Pain Treatment Equals Drugs**

**Panel:**  
Michelle Despres, PT, CEAS II, CETS  
*Vice President, Business Development  
One Call  
Jacksonville, FL*

Marcos Iglesias, MD, MMM, FAAFP,  
FACOEM  
*Chief Medical Director, Vice President  
Travelers  
Hartford, CT*

For decades, pain complaints have been treated with pharmacological treatments as the first option. It is well known that drugs have many side effects, including the misuse, overdose, and addiction that have characterized the national opioid epidemic. However, drugs may not be the most effective treatment of pain caused by musculoskeletal injuries. We will explore non-pharmacological pain treatment to include physical therapy. Data demonstrates that physical therapy delivered as a first option for musculoskeletal injuries, within three days of an injury, shows substantial reduction in healthcare utilization and disability duration as well as decreased likelihood of requiring future surgical intervention. Our speakers will also explore other effective modalities and approaches to reducing pain and increasing function after common musculoskeletal injuries.

**2:00 – 3:00 pm** **Microprocessor Prosthetic Knee Design**

**Speaker:**  
Robert D. Dixon  
*Licensed Orthotist/Prosthetist, Area Clinic  
Manager  
Hanger Clinic  
New Port Richey, FL*

This one-hour introductory level course for PT/PTA, OT/OTA, RN, Case Managers and other health care professionals will provide a complete overview of the microprocessor prosthetic knee design, and review the fundamentals of patient evaluation along with proper application. An individual with a transfemoral amputation currently utilizing microprocessor prosthetic knee technology will demonstrate his design and be available for discussion.

**3:00 – 3:15 pm** **Break**

**3:15 – 4:15 pm** **Functional Capacity Evaluations- APTA Guideline Update**

**Panel:**  
David A. Hoyle, DPT, MA, OCS, MTC, CEAS  
*National Director of WorkStrategies  
Select Medical  
King of Prussia, PA*

Jim Mecham, OTR/L, MS, CPE  
*Owner/Partner  
OccuPro  
Chicago, IL*

On April 30, 2018, the Academy of Orthopaedic Physical Therapy adopted updated *Best Practices Guidelines on Functional Capacity Testing*. In this session, two of the four committee members who developed the updated guideline, David Hoyle and Jim Mecham will give an overview of the *Guidelines* and the literature used to develop them. For those who are able to review the *Guideline* ahead of time, the speakers will leave time to address questions. The *Guideline* is available at: [https://www.orthopt.org/uploads/content\\_files/files/2018%20Current%20Concepts%20in%20OH%20PT-FCE%2006-20-18%20FINAL.pdf](https://www.orthopt.org/uploads/content_files/files/2018%20Current%20Concepts%20in%20OH%20PT-FCE%2006-20-18%20FINAL.pdf)

# National Workers' Compensation Judiciary College (Day 1)

Presented by The National Association of Workers' Compensation  
Judiciary, Inc. (NAWCJ)



**Separate registration required.**

**Registration Is Required To Attend  
The National Workers' Compensation  
Judiciary College. See [www.nawcj.org](http://www.nawcj.org).**

**You Must Be An Adjudicator or Regulator To Attend.**

**8:00 – 5:00 pm** Grand Ballrooms 4-6  
Convention Level

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 8:45 am in Grand Ballrooms 4-6) See page 62. Day 3 of this program is on Wednesday, December 15, 2021 beginning at 9:00 am in Hall of Cities – New York & New Orleans. See page 79.)

**8:00 – 8:50 am Registration and Information**

**8:50 – 9:00 am Welcome and Introductions**

**9:00 – 10:00 am Evidence For Judges – Hearsay**

**Speaker:**  
Professor Emeritus Charles W. Ehrhardt  
*Florida State University School of Law  
Tallahassee, FL*

During workers' compensation trials, attorneys often raise hearsay objections to the admissibility of documentary evidence. Although many jurisdictions are not subject to formal rules of evidence, others are, and most apply some standard to screen unreliable hearsay. Thus, the intent, basis, and purpose behind the hearsay rule and its exceptions are important knowledge for adjudicators. Professor Ehrhardt will discuss the history behind the rule and its purpose. He will also explain the most frequent hearsay objections raised in workers' compensation cases and best practices for adjudicators when addressing timely objections.

**10:00 – 10:50 am Post-Traumatic Stress Disorder**

**Panel:**  
Dr. Deborah Beidel  
*University of Central Florida  
Orlando, FL*

Jill Jacobs, *Attorney*  
*City of Palm Bay, City Attorney's Office  
Palm Bay, FL*

Post-traumatic Stress Disorder is an increasingly common condition affecting both military and first responders in the United States. Many jurisdictions are beginning to establish public policy for the compensability and treatment of this condition for first responders. Florida enacted its first PTSD bill covering first responders following the Pulse night club shooting in Orlando. The bill establishes not only grounds for compensability and treatment of this condition but also provides for employer training so PTSD can be detected earlier and treated more effectively. This presentation will assist adjudicators in understanding the developing law and science behind PTSD.

**10:50 – 11:00 am Break**

**11:00 – 12:00 pm Our Judicial Ethical Guides**

**Panel:**  
Honorable Melody James  
*South Carolina Workers' Compensation  
Commission  
Columbia, SC*

Honorable David Langham  
*Florida Office of Judges of Compensation  
Claims  
Division of Administrative Hearings  
Pensacola, FL*

Honorable Michael Alvey  
*Kentucky Workers' Compensation Board  
Owensboro, KY*

The ABA Model Code of Judicial Conduct has been with us for almost a century. The ethical standards have been readily adopted in various forms by the states, providing guidance for the judiciary. The application of those standards to executive branch judges has been a matter of discussion and debate. Some jurisdictions apply their code statutorily, others regulatorily, and still others decline to apply it. The ABA has recently worked to provide an alternative code specifically for administrative judges. Where can you look for guidance when the ethical issues present?

**12:00 – 12:50 pm Lunch (provided) and  
Annual Business Meeting**

Grand Ballroom 1 & 2  
Convention Level

**National Workers' Compensation Judiciary College  
(Day 1) (Continued)**  
Grand Ballrooms 4 - 6, Convention Level

**12:50 – 1:50 pm Comparative Law Panel**

**Moderator:**  
Honorable Pamela Beason Johnson  
*Tennessee Court of Workers'  
Compensation Claims*  
Knoxville, TN

**Panel:**  
Honorable Yuannie Arroyo Casillas  
*State Insurance Fund Corporation of the  
Government of Puerto Rico*  
Guaynabo, PR

Honorable Mark Henry  
*Workers' Compensation Commission*  
Jackson, MS

Honorable Howard Metz  
*Maryland Workers' Compensation  
Commission*  
Baltimore, MD

Honorable Nicole Tilverman  
*Georgia State Board of Workers'  
Compensation*  
Savannah, GA

A perennial favorite at the college. The panel from various jurisdictions will discuss and compare the substantive and procedural similarities and differences in the states' workers' compensation adjudicatory systems. This is an excellent opportunity for attendees to consider new methods and procedures that might improve disputed claim resolution in their jurisdictions. Audience participation is encouraged to expand the discussion and introduce new ideas to improve efficiency and fairness in judging.

**1:50 – 2:00 pm Break**

**Track One -  
Practical Skills**

**2:00 – 5:00 pm** Grand Ballrooms 4-6  
Convention Level

**2:00 – 2:10 pm Announcements**

**2:10 – 3:00 pm Judicial Behavior On And Off The  
Bench: Ten Ways The Wheels  
Quickly Fall Off**

**Speaker:**  
Marshall L. Davidson, III  
*Tennessee Board of Judicial Conduct*  
Nashville, TN

Judges have difficult jobs. They must often make on-the-spot decisions, such as ruling on an objection at trial, with little or no time for reflection. They must grapple with zealous lawyers while at the same time navigating a fine line between ensuring due process and fairness to self-represented litigants and maintaining neutrality and fairness to the opposing side. They must sometimes resolve difficult issues in a legal vacuum, as with an issue of first impression. And, nearly every decision a judge makes is subject to challenge on appeal by any party who believes the decision is wrong. To make matters even more interesting, thousands of ethical complaints are filed each year against judges by lawyers, parties who appear before them, and others. This session examines ways even the most seasoned judge can (sometimes inadvertently) run afoul of the ethics rules.

**3:00 – 3:10 pm Break**

**3:10 – 4:00 pm Trending Topics In Conducting  
Hearings In 2021 And Beyond**

**Panel:**  
Honorable Timothy W. Conner  
*Tennessee Workers' Compensation Appeals  
Board*  
Knoxville, TN

Honorable Bruce E. Moore  
*Kansas Department of Labor-Division of  
Workers' Compensation*  
Salina, KS

Adjudicators of workers' compensation claims face an ever-changing landscape of pitfalls. Among those hindrances are adapting to statutory changes, both substantive and procedural; staying ahead of the curve regarding technology; interpreting and applying presumptions; dealing with difficult witnesses and litigants; and ensuring that the evidentiary record is sufficiently developed to support a just decision. Judges Conner and Moore will lead a discussion of the most significant issues currently impacting the dockets, from both trial court and appellate perspectives.

**National Workers' Compensation Judiciary College  
(Day 1) (Continued)**

Grand Ballrooms 4 - 6, Convention Level

**4:00 – 4:10 pm Break**

**4:10 – 5:00 pm Ethical/Practical Conundrums**

**Moderator:**

Honorable Jacquelyn Lewis Newman  
*Office of Judges of Compensation Claims  
Tallahassee, FL*

**Panel:**

Honorable Nicole Tifverman  
*Georgia State Board of Workers'  
Compensation  
Savannah, GA*

Honorable Bruce E. Moore  
*Kansas State Department of Labor  
Salina, KS*

This panel will lead discussions of ethical issues confronting adjudicators—from Facebook “friends” to *ex parte* communications, and anything in between.

**Track Two -  
SAWCA Regulator Roundtable**

**2:00 – 4:30 pm** Crystal Ballroom G1  
Convention Level

For the more seasoned adjudicators, Monday afternoon offers the opportunity for a doctorate-level exposure to comparative law in workers' compensation. The Southern Association of Workers' Compensation Administrators (SAWCA) will present its 10th Annual Regulator Roundtable. Regulators and Administrators from across the country will discuss hot topics challenging workers' compensation systems. Attendees will hear perspectives, initiatives, problems, and solutions.

**5:00 – 6:00 pm NAWCJ and SAWCA Reception**

Grand Ballrooms 1 & 2  
Convention Level

The perfect closure for the first day of our NAWCJ program is the official welcoming reception for adjudicator attendees, regulators, and associate members. Following a full day of edification and instruction, this is the chance to mingle and unwind with old friends and new acquaintances from across the continent.

# Professional Mediation Conference (Day 2)

Presented by The Professional Mediation Institute (PMI)

(Pre-Registration is required. Refer to Registration Form on page 3.)



Separate registration required, see page 3.

## Insights and Suggestions To Help Every Mediation Participant Get More Out of The Process

**8:30 – 11:30 am** Grand Ballroom 8A  
Convention Level

### Welcome and Introductions

Robin Caral Shaw, *Attorney and Mediator*  
*Chairperson PMI*  
*Law Office of Robin Caral Shaw, PA*  
*Boca Raton, FL*

**8:30 – 9:30 am** **Breakout Session 8**  
**From the Kitchen Table to the**  
**Mediation Table: An Adjuster's**  
**Perspective**

**Moderator:**  
John Brooks, *Attorney and Mediator*  
*Office of Judges of Compensation Claims*  
*Daytona Beach, FL*

**Panel:**  
Paula Eatman, CWC, CWCL  
*Human Resources Department, City of*  
*Daytona Beach*  
*Daytona Beach, FL*

Pam Schlegel, ACA, CWCL  
*Cannon Cochran Management Services*  
*Maitland, FL*

Regina C. Cedeno, CLMP  
*Blackboard Insurance*  
*New York, NY*

Before the defense attorney, there is an adjuster who begins evaluating the case. Understanding the evaluation process and the perspective that the adjuster brings to a settlement negotiation (including mediation) can be critical to a successful resolution. Whether adjusters are actively involved in the mediation or operate behind the scenes, understanding the adjuster's viewpoint on the value of a case can affect how a mediator handles the process and can often provide a key to opening the door to resolution.

**9:30 – 10:30 am** **Breakout Session 9**  
**It Ain't One Size Fits All: Best**  
**Mediation Practices for Adjusters**  
**and Attorneys (Includes Thorny**  
**Lien and Medicare Issues)**

**Moderator:**  
Stuart F. Suskin, *Attorney and Mediator*  
*Stuart F. Suskin Mediation*  
*Gainesville, FL*

**Panel:**  
Adam Ross, *Attorney and Mediator*  
*Office of Judges of Compensation Claims*  
*Lauderdale Lakes, FL*

Richard Thompson, *Attorney*  
*VP of Claims-Legal*  
*Zenith Insurance Company*  
*Sarasota, FL*

To obtain the best results at mediation, some essential planning is needed. It starts long before the mediation conference begins. This panel will share some of the most effective tips and suggestions on how to prepare and present your case to get the best result for your clients. They will also discuss some critical items to consider and plan for in order to avoid Medicare lien and double damages liability problems. We guarantee you will be educated and entertained!

**10:30 – 11:30 am** **Breakout Session 10**  
**Come On! Do I Really Need To**  
**Worry About Medicare? Avoiding**  
**Penalties, Lawsuits and Treasury/**  
**Justice Traps And Pitfalls**

**Speakers:**  
Rafael Gonzalez, *Attorney*  
*Cattie & Gonzalez, PLLC*  
*Lithia, FL*

Mark Popolizio, *Attorney*  
*Vice President, MSP Compliance and Policy*  
*ISO Claims Partners*  
*Sunny Isles Beach, FL*

Roll up your sleeves and bring your note pad. Time to look at Medicare in real time. This interactive session uses real life fact patterns to help you spot the Medicare issues as part of the settlement process. Go beyond theory – and help Rafael and Mark work through the issues and questions to hone your practice skills.

# Breakouts on Workplace Safety (Day 1)

## Breakout 1 on Workplace Safety – General Industry Outreach Training

**8:00 – 3:15 pm** OSHA 10 Hour Outreach Training Course on General Industry (Day 1)  
Crystal Ballrooms A & B  
Convention Level

(Day 2 of this program is on Tuesday, December 14, 2021 beginning at 8:00 a.m. in Crystal Ballrooms A & B. (See page 69.)

**Moderator:**  
Mylene Kellerman  
Assistant Director  
USF Safety Florida 21 (d) Consultation Program  
Tampa, FL

Upon successful completion of the 10 hours of classes, participants will receive an OSHA 10-hour General Industry Outreach DOL training card. Participants must pre-enroll and register at each session. Class size is limited. Other conference participants may attend individual presentations if space permits.

**8:00 – 9:00 am** Introduction to OSHA

**Speakers:**  
Joan Spencer, MPH  
Compliance Assistance Specialist  
U.S. Department of Labor – OSHA  
Tampa, FL

Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

The purpose of this session is to provide attendees with an introduction to OSHA. Topics to be discussed will include: Why is OSHA important to you? What rights do you have under OSHA? What responsibilities do employers have under OSHA? What do the OSHA standards say? How are OSHA inspections conducted and where you can go for additional help?

**9:00 – 9:15 am** Break

**9:15 – 10:15 am** Hazard Communication

**Speaker:**  
Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

This presentation will focus on identifying: the employer’s responsibilities under the Hazard Communication Standard (HCS), including training requirements and components of a Hazard Communication program. The presenter will describe the requirements for the different types of

hazard communication labels, and how to locate pertinent information about chemicals on labels.

**10:15 – 10:30 am** Break

**10:30 – 11:30 am** Bloodborne Pathogens

**Speaker:**  
Mylene Kellerman  
Assistant Director  
USF Safety Florida 21 (d) Consultation Program  
Tampa, FL

Bloodborne pathogens are infectious microorganisms in human blood that can cause disease in humans. Needle sticks and other sharp-related injuries may expose workers to bloodborne pathogens. Workers in many occupations, including first responders, housekeeping personnel in some industries, nurses, and other healthcare personnel, may be at risk for exposure to bloodborne pathogens. Topics to be discussed: Exposure, 5 aspects of control plan, PPE, and steps to take if exposed.

**11:30 – 1:00 pm** Lunch (on your own)

Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

**1:00 – 2:00 pm** Ergonomics

**Speaker:**  
Thomas Bernard, PhD  
University of South Florida  
Tampa, FL

Work-related musculoskeletal and nerve disorders and measures to improve worker safety and health will be the focus of this session. Topics to be discussed will include: identifying work-related musculoskeletal and nerve disorders, describing risk factors associated with these disorders, ergonomic control measures applied to such conditions, an analysis of manual lifting tasks and estimated reasonable limits, descriptions of the components of a successful ergonomics program, and a discussion of OSHA’s current enforcement policies.

**2:00 – 2:15 pm** Break

**2:15 – 3:15 pm** Walking & Working Surfaces / Slip, Trip, and Fall

**Speakers:**  
Joan Spencer, MPH  
Compliance Assistance Specialist  
U.S. Department of Labor – OSHA  
Tampa, FL

Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

This presentation will focus on the OSHA standard which deals with the issues of slips, trips, and falls in the workplace. Participants will gain knowledge in regards to the requirements for stairs and ladders, guarding of floor and wall openings, and the basics of fall protection in general industry.

**Breakouts on Workplace Safety (Continued)**

Crystal Ballrooms D, E & F, Convention Level

**Breakout 2 on Workplace Safety – NIOSH Regional Seminar – Building Healthier Workplaces**

Presented by the National Institute for Occupational Safety and Health (NIOSH) and the Southeast Regional Education and Research Centers (ERCs) at the University of South Florida, the University of Central Florida, Embry Riddle Aeronautical University, the University of Alabama at Birmingham, Auburn University, the University of Kentucky, Eastern Kentucky University, the University of North Carolina at Chapel Hill, and the Agricultural Safety and Health Centers at the University of Kentucky and the University of Florida.

**9:00 – 3:30 pm** Crystal Ballrooms D, E & F  
Convention Level

**9:00 – 10:00 am Health and Safety Leadership During a Crisis**

**Moderator:**  
Thomas E. Bernard, PhD  
Professor, Center Director  
Sunshine Education & Research Center  
University of South Florida  
Tampa, FL

**Speaker:**  
Paul E. Spector, PhD  
Distinguished Professor  
University of South Florida  
Tampa, FL

If COVID-19 has taught us anything, it is that health and safety leadership is vital during a crisis. People need direction and support to cope with rapidly changing health and safety challenges, as well as increased stress. Using the COVID-19 pandemic as an example, this session would discuss the challenges to organizational leaders in coping with a crisis that creates increased health and safety threats. The presentation will discuss how leaders need to be aware of how health and safety exposures might change, and how they should encourage safety behaviors while providing support for coping with change and uncertainty. A five-step approach to effective health and safety leadership will be provided.

**10:00 – 10:15 am Break**

**10:15 – 11:15 am Health and Safety Implications of the Aging Workforce: Implications of the COVID-19 Pandemic**

**Moderator:**  
Ashley Breeze Rockwell  
Southeast Center for Agricultural Health & Injury Prevention  
Central Appalachian Regional Education Research Center  
University of Kentucky  
Lexington, KY

**Speaker:**  
Steve M. Jex, PhD  
Professor  
University of Central Florida  
Orlando, FL

It is well documented that the percentage of workers over 50 years of age has risen dramatically and will continue to rise over the next 20 years. This presentation will explore the implications of this trend for occupational health and safety, and more specifically how the COVID-19 pandemic has impacted older workers. As will be shown, physical and cognitive changes associated with aging make older workers more vulnerable to some workplace hazards. Older workers are also at greatest risk of serious health effects associated with exposure to the SARS-CoV-2 virus. However, it will also be shown that some of the psychological changes associated with aging make older workers safer and more reliable employees in many cases. In addition, research on employee safety suggests that older employees may be more careful in following safety protocols as compared to their younger colleagues. The key is to optimize the positive aspects of aging, while mitigating the negative effects.

**11:15 – 12:15 pm Increasing Mindfulness to Improve Workplace Safety**

**Moderator:**  
Paulisha Holt  
Deep South Center for Occupational Health & Safety  
University of Alabama  
Birmingham, AL

**Speaker:**  
Kristin Horan, PhD  
University of Central Florida  
Orlando, FL

The importance of maintaining a safe workplace cannot be understated. Yet, employees may struggle to actively monitor risk and fulfill safety-related responsibilities given the demands of many workplaces. It can be argued that accidents and injuries are more likely when an employee is mentally “somewhere else” while performing their job duties. Mindfulness, or a non-judgmental present moment awareness, has many work-related benefits including improved employee health, performance, and safety. Yet, many employees may report barriers to participating in formal mindfulness meditation, such as lack of time, lack of knowledge about meditation, or a general lack of interest in meditation. This session discusses tactics for increasing mindfulness in everyday activities, thereby extending the safety-related benefits to all employees. Safety-related challenges and mindfulness-based solutions will be discussed within the context of work safety and well-being challenges.

**12:15 – 1:15 pm Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

**Breakouts on Workplace Safety (Continued)**

Crystal Ballrooms D, E & F, Convention Level

**1:15 – 2:15 pm** **How Can Organizational Leaders Help? The Dos and Don'ts of Supporting Employees**

**Moderator:**

Kelly Freedman  
Sunshine Education & Research Center  
University of South Florida  
Tampa, FL

**Speaker:**

Cheryl Gray, MA  
University of South Florida  
Tampa, FL

When COVID-19 hit, organizational leaders scrambled to help their employees navigate new challenges. Some leaders were highly effective at improving their employees' safety and health during this difficult time. Other leaders, even some with the best intentions, were not helpful or made things worse. Drawing from lessons of COVID-19, this session explores what works and what doesn't work when leaders try to support their employees' physical and psychological well-being. Nine key considerations are provided to help drive effective support provision.

**2:15 – 2:30 pm** **Break**

**2:30 – 3:30 pm** **A Total Worker Health® Approach to Workplace Safety and Health for Essential and Underserved Workers in the Age of COVID-19**

**Moderator:**

Cathy Silva, MBA, MS  
Sunshine Education & Research Center  
University of South Florida  
Tampa, FL

**Speaker:**

John A. Staley, PhD, MSEH  
Director of Outreach and Continuing  
Education, ERC  
University of North Carolina at Chapel Hill  
Chapel Hill, NC

Workplace safety and health has been a significant point of focus during the COVID-19 pandemic, particularly among essential and underserved workers who are more vulnerable to economic hardship and health/safety concerns. A useful tool is a Total Worker Health® (TWH) approach to guide workplace preparedness planning to address the unique needs of essential and underserved workers, particularly minority workers. In this session we explore the TWH approach in addressing workplace safety and health hazards, the factors affecting essential and underserved workers, and how to better address these issues in workplace preparedness planning.

**Breakout 3 on Workplace Safety – Advanced Safety Program**

**1:00 – 4:15 pm** Grand Ballrooms 9 & 10  
Convention Level

**1:00 – 2:00 pm** **Occupational Health: Industry Update and Outlook**

**Speaker:**

Kim Olszewski, DNP, CRNP, COHN-S/  
CM, FAAOHN, FAAN  
Director of Client and Medical Provider  
Services  
DISA Global Solutions, Inc  
Lewisburg, PA

The pandemic and natural disasters of 2020/2021 have changed our nation and our world. Early in 2020 we were faced with closing a nation. This change led to unemployment, financial losses, and changes on how work is being completed. Families and industry had to quickly shift to homeschooling their children, while trying to work remotely. Employers had to change how business would be conducted in these challenging times and moving forward. This presentation will reflect on what we learned from 2020/2021 and will discuss the outlook for occupational health and industry in the future. Concepts and trends, such as Total Worker Health, telemedicine/telehealth, and use of social media in a business world will be discussed, as well as "best practice" ideas for the occupational health community post-pandemic.

**2:00 – 3:00 pm** **Effective Techniques to Deescalate Aggressive Behaviors**

**Speaker:**

Jason Brooks, BAS, EMT-P, IC  
DT4EMS, LLC  
Grass Lake, MI

This presentation will demonstrate techniques that have proven successful in dealing with aggressive behavior in the workplace.

**3:00 – 3:15 pm** **Break**

**Breakouts on Workplace Safety (Continued)**

Grand Ballrooms 9 & 10, Convention Level

**3:15 – 4:15 pm Managing WC Exposures to Improve the Bottom Line Using Strategic Enterprise Risk Management and Loss Control**

**Speakers:**

James D. Smith, MS, CSP  
*Regional Leader  
 Gallagher Global Brokerage-US  
 Arthur J. Gallagher, Inc  
 Past President/Chairman Board of  
 Directors of ASSE  
 Boca Raton, FL*

Scott B. Clark, AAI  
*Area Senior Vice President, Claim Advocate  
 Arthur J. Gallagher Risk Management  
 Services, Inc  
 Boca Raton, FL*

Preventing and managing workplace injuries, which result in workers' compensation claims, is an important enterprise-wide risk management strategy for employers to implement. This course will demonstrate how implementing a comprehensive approach to loss prevention and therefore creating a culture of safety within an organization results in cost savings as well as better employee engagement and satisfaction. The session will also demonstrate that when a strategic loss prevention program is coupled with enterprise-wide risk/claims management strategies, the proven results include a reduction of workplace injuries and fiscal oriented claims management processes to reduce the impact and costs of an organization's workers' compensation exposures.



**7:00 – 11:00 pm Reception & Entertainment  
 Palms Ballrooms - Sabal, Sago & Royal  
 Convention Level**

**Featured Entertainment:  
 Yacht Rock Revue**

Casual attire. Beverages & heavy hors d'oeuvres. Adults only, please. Refer to "General Information" section of program for additional information.

# Tuesday, December 14

2021 Official Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: CORA-WORKTRACKS

**7:00 – 12:00 am** Shuttle bus service between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

**8:00 – 5:00 pm** **Registration & Information**  
Palms Foyer, Convention Level

**9:00 – 10:30 am** **Juris Masters Breakout Session**  
Hall of Cities - Boston, Convention Level

**9:00 – 3:00 pm** **Exhibit Hall, Health Fair and Puppy/Kitten Cuddle Zone Open**  
Cypress Ballrooms 1 - 3, Convention Level  
Cuddle Zone Sponsored by: **ConservCare, Inc.**

**11:00 – 12:00 pm** **Lunch (on your own)**  
Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

## Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror - Understanding COVID and its Effect on the Judicial System (Day 2)

**9:00 – 12:15 pm** Crystal Ballroom J1  
Convention Level

(Day 3 of this program is on Wednesday, December 15, 2021 beginning at 8:00 am in Crystal Ballroom J1. See page 71.)

**9:00 – 10:00 am** **A Judicial Perspective on the State of Workers' Compensation Litigation in the "COVID-19 Age"**

**Moderator/Speaker:**

Honorable Frank McKay, JD  
*Appellate Judge and Director  
Georgia State Board of Workers'  
Compensation  
Atlanta, GA*

**Panel:**

Honorable Allen T. Craddock, JD, PhD  
*Deputy Commissioner for Hearings  
Texas Department of Insurance,  
Division of Workers' Compensation  
Austin, TX*

Honorable Pamela B. Johnson, JD  
*Court of Workers' Compensation Claims  
Tennessee Bureau of Workers' Compensation  
Knoxville, TN*

Honorable Sylvia Medina-Shore, JD  
*Judge of Compensation Claims,  
Florida Office of Judges of Compensation  
Claims  
Miami, FL*

Honorable David Imahara, JD  
*Chief Administrative Law Judge  
Georgia State Board of Workers'  
Compensation  
Atlanta, GA*

The beginning of any discussion on the effects of the COVID-19 pandemic as related to workers' compensation claim litigation begins with procedural changes developed by the workers' compensation judiciary in adjudicating issues. These procedural changes relate to hearings before the initial hearing judge and during the appellate processes. Because of quarantine orders from different states, have hearings via Zoom as opposed to in-person proceedings become the norm? Are there challenges that have been addressed in utilizing this method of litigation? Will the use of virtual hearings be the norm in the future? Have virtual hearings including oral arguments caused any savings to the workers' compensation system or afforded injured workers expedited final rulings in litigated cases? Is there anything that can be learned or special skills needed to adapt to virtual vs. actual live hearings? Have there been any lessons learned during the COVID period of litigation that would be the basis of reform for future litigation practices? These and other questions will be answered by this learned panel who have been a part of the "COVID-Age" litigation process.

**10:00 – 10:15 am** **Break**

**Lessons Learned and Moving Forward: 2020/2021  
in the Rearview Mirror – Understanding COVID and  
its Effect on the Judicial System (Day 2) (Continued)**  
Crystal Ballroom J1, Convention Level

**10:15 – 11:15 am It's a Mad Mad Mad Mad World-  
What has the Pandemic Taught us?**

**Moderator:**

Robert D. Stokes  
*Partner*  
*Flahive, Ogden and Latson*  
*Austin, TX*

**Speakers:**

Marguerite Jonak  
*Partner*  
*Manning & Kass, Ellrod, Ramirez, Trester*  
*LLP*  
*New York, NY*

Emily C. Edwards  
*Senior Counsel*  
*Manning & Kass, Ellrod, Ramirez, Trester,*  
*LLP*  
*Los Angeles, CA*

E. Louis Stern  
*Partner*  
*McConnaughay, Coonrod, Pope, Weaver*  
*& Stern*  
*Sarasota, FL*

Tim Alberts  
*Partner*  
*Bryce Downey & Lenkov, LLC*  
*Chicago, IL*

What has the Pandemic taught us? How has the pandemic financially impacted WC system Stakeholders. Investigating claims during a pandemic such as obtaining medical record, the use of contact tracing and other technology to resolve disputed claims will be topics of discussion. Using technology to resolve disputed claims and how we stopped worrying and “love the Zoom.” Going forward after the Pandemic, what will we keep in the toolbox which includes a discussion on telemedicine, remote mediation, remote settlement hearings, and remote depositions. Lessons learned during the pandemic will include a discussion of remote dispute adjudication and being able to assess the credibility of witnesses, managing documents remotely, utilizing video and audio recordings remotely and arguing cases remotely. The effects of the Pandemic vary from state to state and lessons learned in one state can be the answer to how the same issue is dealt with in another state. Maybe some of the experiences of the “Covid years” can play a role in the development of future litigation processes. All of these issues will be discussed by legal practitioners from some of the largest WC venues in America.

**11:15 – 12:15 pm The COVID-19 Changing Times:  
Are There Any Changes That Should  
Be Preserved for the Future?**

**Moderator:**

Scott Johnson  
*PEO Safety Manager*  
*Oasis, A Paychex Company*  
*Tampa, FL*

**Panel:**

Cori Repp  
*Director*  
*Florida Medical Operations*  
*Concentra*  
*Bradenton, FL*

Gwen G. Jacobs  
*Partner*  
*Bennett, Jacobs & Adams, PA*  
*Tampa, FL*

Brian L. Warrick, PhD, CSP, CIH  
*Director, University of South Florida (USF)*  
*OSHA Consultation Program*  
*College of Public Health*  
*Tampa, FL*

Ann Kensy  
*Manager*  
*National - PEO Workers' Compensation*  
*Claims*  
*Oasis, A Paychex Company*  
*Tampa, FL*

On January 30, 2020, the WHO declared the COVID-19 outbreak a global health emergency. On March 11, 2020, the WHO declared COVID-19 a global pandemic. On March 13, 2020, the United States declared COVID a national emergency. As a result of our experience in dealing with COVID cases, it was learned that sick employees must stay home, creating new and enhanced protocols about keeping common/highly touched areas disinfected. We also learned of the strong possibility of the permanent remote workplace being adopted having a possible significant effect on the well-being of employees. This panel will discuss the risks surrounding those issues as well as what we saw medically, legally, and safety-wise from a workers' compensation and safety level. Additionally, we will discuss the importance of having a crisis/EAP plan in place and the steps needed to notify and protect workers. A contingency plan “ready to roll” has been proven critical to employers to maintain safe, thriving organizations able to alter their business model or re-tool an existing model quickly.

# Breakout for Adjusters

## Program One

**8:45 – 4:15 pm** Palms Ballrooms - Canary & Royal  
Convention Level

**8:45 – 9:45 am** **Live Surgery – Lower Extremity Surgery**

Palms Ballroom – Canary  
Convention Level

**Surgery Moderator:**

Christopher S. Warrell, MD  
*Orlando Orthopaedic Center  
Orlando, FL*

**Surgeon:**

Randy S. Schwartzberg, MD  
*Orlando Orthopaedic Center  
Orlando, FL*

The 14th Annual **Orlando Orthopaedic Center Live Surgery Event** offers a unique interactive look into an operating room as Randy S. Schwartzberg, MD, performs a lower extremity surgery. This surgical procedure will stream live from the Orlando Orthopaedic Outpatient Surgery Center with the help of moderator Christopher S. Warrell, MD. Drs. Schwartzberg and Warrell will explain the procedure step-by-step and answer questions from the audience. The goal of the presentation is to provide an in-depth education on lower extremity anatomy, all aspects of the lower extremity that will be impacted by the surgery, and examine how the injury and recovery period affect day-to-day activity and employment restrictions (including typical length of light duty and estimated MMI timeline).

**Although this presentation is part of Breakout for Adjusters, everyone is invited to attend.**

**9:45 – 10:00 am** **Break**

**Live Surgery  
Prime Sponsors**



**Breakout for Adjusters, Program One (Continued)**

Palms Ballroom - Royal, Convention Level

**10:00 – 4:15 pm 5-Hour Law and Ethics Update  
(Adjusters must be present the entire 5-hours. No partial credit.)**

Palms Ballroom – Royal & Canary  
Convention Level

**Co-Moderators:**

Scott H. Silver, Attorney  
MKRS Law  
Fort Lauderdale, FL

Mike Bunte, CWC  
Claim Closure Project Manager  
Aon  
Tampa, FL

Program One of the Breakout for Adjusters provides not only the educational requirement for claims professionals in need of CEUs (as now mandated by the State of Florida), but has been created for all professionals concurrently associated with a workers' compensation claim (risk managers, employers) whose commitment to excellence has become their self-imposed requirement. While providing this opportunity to procure this accreditation, the panelists will attempt to thread ethical consideration through industry's constantly evolving business/claims/litigation tapestry.

**10:00 – 11:00 am Disciplinary/Industry Trends:  
Federal Update to Include Medicare**

Palms Ballroom – Royal  
Convention Level

**Moderator:**

Mike Bunte, CWC  
Claim Closure Project Manager  
Aon  
Tampa, FL

**Speaker:**

Chrystal L. Woodard, ARM, AIC  
Senior Consultant, Claims  
Aon  
Tampa, FL

Making ethical decisions in the workers' compensation arena is paramount to how an adjuster does his or her job every day. Think you are just one of thousands of adjusters handling workers' compensation claims and won't get caught if you are not acting in good faith? Think again! Learn about the most recent disciplinary decisions and enforcement actions, especially how they may affect you or your company. Learn the proper terminology and how to apply it every day. Also examined are unauthorized products and entities involved in commerce that will adversely effect how you do business. Lastly, we will provide an update on pertinent federal law including Medicare and its effect on state workers' compensation issues.

**11:00 – 12:00 pm Regulatory Awareness: Including a  
Discussion on the Areas of  
Jurisdiction, Licensing, Advertising  
and Recordkeeping**

Palms Ballroom – Royal  
Convention Level

**Moderator:**

Mike Bunte, CWC  
Claim Closure Project Manager  
Aon  
Tampa, FL

**Panel:**

Sarah Welcomer, CPCU  
Senior Claims Quality Specialist  
Liberty Mutual Insurance  
Tampa, FL

Nancy Ameer  
Business Technology Analyst Supervisor  
Summit  
Lakeland, FL

How well do you know your jurisdictional duties and responsibilities? Do you know where to go and who to talk to in order to find out? It is your obligation to know both regulatory and licensing requirements inside and out and act in good faith at all times. We will discuss the importance of adjuster obligations to insurers and third party administrators. Your duties to maintain licensing are critical to yourself as well as your organization.

**12:00 – 1:00 pm Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

**1:00 – 2:00 pm Adjuster Ethics: How to Avoid the  
Pitfalls of the "All about the Fee"  
Phenomenon**

Palms Ballroom – Royal  
Convention Level

**Moderator:**

Laura A. Buck, Attorney  
McConnaughay, Coonrod, Pope, Weaver,  
& Stern, PA  
Gainesville, FL

**Panel:**

Jill Keene, CIC, CWC, CWCL  
Claim Supervisor – Orlando Branch  
Gallagher Bassett  
Orlando, FL

Daphne Daniels  
Southeast Regional Claim Manager  
PMA Insurance Group  
Tampa, FL

Aggressive litigation tactics are getting more prevalent. As this panel of experts addresses an adjuster's ethical obligations, they will concurrently walk the "path of fee resistance" in exhibiting how ethical compliance can support employer/carrier's denial of attorney fee entitlement, while ethically providing a complete investigation and provision of benefits potentially due.

**2:00 – 2:15 pm Break**

**Breakout for Adjusters, Program One (Continued)**

Palms Ballroom - Canary, Convention Level

**2:15 – 4:15 pm Case Law Update**Palms Ballroom – Canary  
Convention Level**Moderator:**

E. Louis Stern, *Attorney*  
*McConnaughay, Coonrod, Pope, Weaver*  
*& Stern, PA*  
*Sarasota, FL*

**Panel:**

Geoffrey Bichler, *Attorney*  
*Bichler & Longo, PLLC*  
*Maitland, FL*

Marc E. Golden, *Attorney*  
*Rosenthal, Levy, Simon & Sosa, PA*  
*West Palm Beach, FL*

David K. Beach, *Attorney*  
*Rissman, Barrett, Hurt, Donahue, McLain*  
*& Mangan, PA*  
*Tampa, FL*

Mark L. Zientz, *Attorney*  
*Law Offices of Mark L. Zientz, PA*  
*Miami, FL*

The panelists will discuss many of the major cases that have been decided in the last year by the appellate courts as they affect workers' compensation matters. An analysis of the trends of the court and the law is also given, with emphasis on the practical application of the case law to the handling of a workers' compensation claim. Summaries of cases discussed will be available for attendees. The case names should be posted by mid-October 2021 on the WCI website, [www.wci360.com](http://www.wci360.com), referencing Annual Conference, Case Law Update.

**Although this presentation is part of Breakout for Adjusters, everyone is invited to attend.**

# Breakout for Adjusters

## Program Two

**8:45 – 4:15 pm** Palms Ballrooms - Canary & Sabal  
Convention Level

**8:45 – 9:45 am** **Live Surgery – Lower Extremity Surgery**

Palms Ballroom – Canary  
Convention Level

**Surgery Moderator:**

Christopher S. Warrell, MD  
*Orlando Orthopaedic Center  
Orlando, FL*

**Surgeon:**

Randy S. Schwartzberg, MD  
*Orlando Orthopaedic Center  
Orlando, FL*

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**Although this presentation is part of Breakout for Adjusters, everyone is invited to attend.**

**9:45 – 10:00 am** Break

**Live Surgery  
Prime Sponsors**



**Breakout for Adjusters, Program Two (Continued)**

Palms Ballroom - Sabal, Convention Level

**10:00 – 11:00 am Just Because a “Red Flag” is Found, It Doesn’t Have to Mean That a Storm is Coming!**

Palms Ballroom - Sabal  
Convention Level

**Moderator:**

Beatriz E. Justin, *Attorney*  
*Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*  
*Tampa, FL*

**Panel:**

Chandra Champagne  
*Team Leader*  
*Next Level Administrators*  
*Bradenton, FL*

Marissa Gillock  
*Team Leader Risk Management*  
*Publix Super Markets, Inc*  
*Lakeland, FL*

Maria Dayi  
*Claims Consultant*  
*AmTrust Financial Services*  
*Maitland, FL*

It is a shared belief that thorough claim investigation is the only way to identify true claim exposure. As such, there are times when being the first to know bad news can actually be good news. This panel of dedicated claims and employer professionals will share their expertise and best practices as to comprehensive investigation of all factors that will identify the who, when, and how to create supported defenses and resolution “windows of opportunity.”

**11:00 – 12:00 pm Adjuster/Employer Relationships: Communication Breeds Confidence**

Palms Ballroom - Sabal  
Convention Level

**Moderator:**

Robert O’Halloran  
*Senior Vice President of Claims*  
*Summit Consulting, Inc*  
*Lakeland, FL*

**Panel:**

Kristin N. Smith  
*Business Development Manager for the*  
*Southeast Business Unit*  
*Sedgwick*  
*Lake Mary, FL*

Lisa Wagner  
*Claims Manager*  
*FHM Insurance Company*  
*Sarasota, FL*

Gayl Payne  
*Claims Specialist*  
*FCCI Insurance Group*  
*Sarasota, FL*

Suzy Braden  
*Workers’ Compensation Claims Manager*  
*Encompass Health Corporation*  
*Birmingham, AL*

It has been said that “Failing to prepare is preparing to fail.” That axiom is never more relevant than when exploring the complexities of a successful adjuster/employer relationship. Our esteemed panel of experts will discuss best practices for timely and comprehensive communication to ensure that an employer is both aware and educated regarding the claim defense process. The panel’s focus is to identify a roadmap to create the ideal joint endeavor for vetting case resolution options, minimizing exposure, identifying subrogation potential, and addressing discovery/litigation requirements.

**12:00 – 1:00 pm Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

**Breakout for Adjusters, Program Two (Continued)**

Palms Ballrooms - Sabal, Convention Level

**1:00 – 2:00 pm Advances in Spine Surgeries**Palms Ballroom - Sabal  
Convention Level**Speaker:**Alfred Bonati, MD  
*The Bonati Spine Institute*  
Hudson, FL

Many people consider spinal surgery as the most interesting area of orthopedics. The spine is a very complex structure that contains vertebrae, discs, ligaments, joints, nerves, spinal cord, and spinal canals. In our work-life, there are injuries that may occur to this complex structure that can sometimes lead to spinal surgeries. During this session, Dr. Bonati will educate the attendees on the advances of spinal surgeries. Today's advanced surgeries result in patients being able to get back to work and resume their normal life sooner.

**2:00 – 2:15 pm Break****2:15 – 3:15 pm Can I Return This Purchase? How to Avoid Accepting the Wrong Conditions as Compensable**Palms Ballroom - Sabal  
Convention Level**Moderator:**R. Stephen Coonrod, *Attorney*  
*McConnaughay, Coonrod, Pope, Weaver & Stern, PA*  
Tallahassee, FL**Panel:**Maggie Conatser  
*Director of Claims, Eastern Region*  
*Next Level Administrators*  
Bradenton, FLDarin Grimm  
*Vice-President of Claims & Medical*  
*Management*  
*Summit*  
Lakeland, FLT. Adam Oliver, MD  
*Tallahassee Neurological Clinic*  
Tallahassee, FLSilvia Scremin-Pace  
*Claims Manager*  
*Broward County Public Schools*  
Ft Lauderdale, FL

Increasing claims, claim activity and litigation, combined with delegation of bill payment, is a recipe for the inadvertent acceptance of non-compensable conditions. This panel will discuss how an adjuster's actions or inactions impact compensability. The importance of monitoring medical records and medical bill payments will also be addressed. Finally, the panel will discuss options to "return the purchase" when inadvertent acceptance occurs.

**3:15 – 4:15 pm Investigating, Asserting and Supporting Claim Denials and Defenses**Palms Ballroom - Sabal  
Convention Level**Moderator:**Scott H. Silver, *Attorney*  
*MKRS Law*  
Ft Lauderdale, FL**Panel:**Joanne Jenkins  
*Workers' Compensation Supervisor*  
*Gallagher Bassett*  
Tampa, FLAmoz Leeb  
*Claims Examiner –WC*  
*Sedgwick*  
Tampa, FLMalenis Aponte-Davila  
*Workers' Compensation Corporate Claim*  
*Specialist*  
*PMA Companies*  
Tampa, FL

It is widely acknowledged that an integral component to success in defense of a workers' compensation claim is the claims handlers' understanding of their obligations to properly investigate and prove any and all denials asserted. This panel of experts will "decelerate" the process of aggressive claims handling to ensure that procedural and pleading road blocks do not detour the legally and ethically supported path chosen. A concentrated focus of this presentation will address the identification of, and challenges associated with, the assertion of affirmative defenses.

# Breakout for Attorneys

## 8:00 – 8:45 am Alumni Breakfast

Florida State University, College of Law

Hall of Cities - Boston  
Convention Level

## 9:00 – 10:30 am Breakout for explanation of Juris Masters Degree Program

### Sponsored by:

Florida State University, College of Law

Hall of Cities - Boston  
Convention Level

## 9:30 – 4:15 pm Crystal Ballroom M Convention Level (Entrance to J2)

### Program Director:

Geoffrey Bichler, Attorney  
Bichler & Longo, PLLC  
Maitland, FL

### Program Moderator:

Paolo Longo, Attorney  
Bichler & Longo, PLLC  
Maitland, FL

## 9:30 – 11:00 am Strategy Session: Hot Topics

### Moderator:

Stuart F. Suskin, Attorney and Mediator  
Stuart F. Suskin Mediation  
Gainesville, FL

### Panel:

Michael J. Winer, Attorney  
Law Offices of Michael J. Winer  
Tampa, FL

William H. Rogner, Attorney

HR Law  
Winter Park, FL

Glen D. Wieland, Attorney

Wieland & DeLattre, PA  
Orlando, FL

Dawn R. Traverso, Attorney  
Eraclides, Gelman, Hall, Indek, Goodman,  
Waters & Traverso  
Aventura, FL

The Hot Topics for Attorneys Breakout is one of the most popular breakouts at the WCEC. Each year, this prominent panel discusses the most important and controversial case law decided by the appellate courts and the most relevant amendments to the law enacted by the Legislature. The interaction among the panel, comprised of four of the leading experts in the state, representing both the claimant and defense, always promises to be lively, interesting, informative, and entertaining. This program should not be missed by any attorney or claims adjuster who specializes in workers' compensation litigation.

## 11:00 – 11:15 am Break

## 11:15 – 12:15 pm Ethical Considerations in Workers' Compensation Claims Handling

### Moderator:

William A. Juliachs, Attorney  
Senior Assistant City Attorney  
City of Miami  
Miami, FL

### Panel:

Suzanne Gorowitz, Attorney  
Sadow & Gorowitz, PA  
Miami, FL

Honorable Charles M. Hill, III, (Ret.)  
The Mediation Group  
Miami, FL

Sean O'Connor, Attorney  
McConaughay, Coonrod, Pope, Weaver  
& Stern, PA  
Gainesville, FL

Ricardo Morales, Attorney  
Law Office of Ricardo Morales, PLC  
Miami, FL

This learned panel composed of practicing attorneys and a retired judge will discuss the principles of conduct required of all members of the legal profession. Panelists will provide solutions for some of today's ethical dilemmas employing professional responsibility.

## 12:15 – 2:15 pm Lunch (on your own)

Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

## 2:15 – 3:15 pm The Workers' Compensation Practice From the Judicial Perspective

### Panel:

Honorable Jeffrey I. Jacobs  
Office of Judges of Compensation Claims  
Miami, FL

Honorable Jacquelyn Lewis Newman  
Office of Judges of Compensation Claims  
Tallahassee, FL

Honorable Carol J. Stephenson  
Office of Judges of Compensation Claims  
West Palm Beach, FL

Honorable Jonathan Walker  
Office of Judges of Compensation Claims  
Pensacola, FL

The panel of Judges of Compensation Claims will have an open and honest discussion of the most recent and relevant matters confronting practitioners. Some of these topics will include claims for medical benefits, consensus independent medical examinations, expert medical advisors, emergency medical conferences, and diagnostic testing. While the judges are unable

**Breakout for Attorneys (Continued)**

Crystal Ballroom M, Convention Level (Entrance to J2)

to provide any advisory opinions, they can offer advice to the practitioner on presenting certain issues using correct procedures during hearings.

**3:15 – 4:15 pm Technology 2021: Living in the Cloud Prospective From the Bar and Bench**

**Moderator:**

Phillip Augustine, *Attorney*  
*Bolton, Helm & Augustine, LLP*  
*Lake Mary, FL*

**Panel:**

Jesse Rowe, *Attorney*  
*Morgan and Morgan*  
*Daytona Beach, FL*

This course is designed to provide the practitioner with helpful tips to keep your law firm compliant with rules and regulations for insuring confidentiality and preventing IT crimes. Also, we will discuss the use of technology in the courtroom, address social media and e-discovery.

# Medical Breakout Sessions (Day 2)

**10:00 – 5:10 pm** Crystal Ballroom C  
Convention Level  
**(Entrance to G2)**

## Chiropractic Breakout

Presented by the Florida Chiropractic Association

**10:00 – 12:00 pm** Crystal Ballroom C  
Convention Level  
**(Entrance to G2)**

### Innovative Results-Driven Approach to Reducing Frequency and Severity of Musculoskeletal Disorders (MSD's) Chiropractic Care

**Moderator:**

Dan A. Dodd, DC  
*Chiropractic Physician, Owner  
Dodd Chiropractic Clinic  
Jacksonville, FL*

**Panel:**

Chad Henriksen, DC, DACBOH  
*Director  
WorkSiteRight at Northwestern Health  
Sciences University  
Bloomington, MN*

Lisa Rosenau  
*Human Resources Director  
Solar Plastics, LLC  
Delano, MN*

Rick Rodriguez  
*Corporate Risk Manager  
Cavco Industries, Inc  
Phoenix, AZ*

Mark McMahan  
*General Manager  
Friendship Homes  
Montevideo, MN*

Musculoskeletal injuries are a leading cost driver for workplace injuries and account for the highest percentage of disability claims. Through research and case studies, this presentation will provide employers, providers, and all stakeholders within the workers' compensation field a fresh look at best practices, innovative new approaches, and positive outcomes experienced when integrating early intervention chiropractic care. A growing database of research and case studies identify the value proposition afforded when chiropractic best practices are integrated into the prevention and treatment of workplace injuries. These benefits are realized by employers, employees, and those responsible for managing workers' compensation cases. A complete understanding of how to apply chiropractic services within the workers' compensation system benefits everyone.

**12:00 – 1:00 pm Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

## Pain Medicine Breakout

Presented by the Florida Society of Interventional Pain Physicians

**1:00 – 3:00 pm** Crystal Ballroom C  
Convention Level  
**(Entrance to G2)**

### Spinal Cord Stimulation and Virtual Reality Treat Pain Without Opioids!

**Moderator:**

Miguel de la Garza, MD, DABA, DAPM  
*Comprehensive Pain Management Partners  
New Port Richey, FL*

**Panel:**

Miguel D. Attias, MD  
*Tampa Pain Relief Centers  
Palm Harbor, FL*

Navdeep Jassal, MD  
*Spine & Pain Institute of Florida, LLC  
Lakeland, FL*

Mark Pew  
*The RxProfessor  
Louisville, KY*

The injured worker may suffer chronic pain due to an industrial accident. Historically, opioids have been utilized to reduce pain, but they have long-term risks which may outweigh benefits. We will examine two novel therapies which reduce pain without opioids: spinal cord stimulation and virtual reality. Significant advances in technology have improved outcomes for spinal cord stimulation, such as providing greater than 70% pain relief of the trunk and limbs, reducing or eliminating opioid use, and reducing costs associated with treatment. The use of virtual reality to treat chronic pain will be examined. We will explain the mechanism of action, outline the best practices in its application, and present case studies where it has been successful as an alternative to opioids. Finally, we will have a panel discussion and live question and answer session.

**3:00 – 3:10 pm Break**

**Medical Breakout Sessions (Day 2) (Continued)**

Crystal Ballroom C, Convention Level (Entrance to G2)

## Occupational Medicine

Presented by the Florida Association of Occupational  
and Environmental Medicine

**3:10 – 5:10 pm** Crystal Ballroom C  
Convention Level  
**(Entrance to G2)**

### **Blood Borne Pathogen Exposure – Mitigating Your Claim Costs with New Technologies and Medications**

**Moderator:**

Cori Repp, MD, MBA  
*Director of Medical Operations Central Florida  
Concentra  
Bradenton, FL*

**Panel:**

Michael Holzer, MD  
*Concentra  
Bradenton, FL*

Lisa M. Figueroa, MD  
*Concentra  
Raleigh, NC*

Join our presentation to discuss new technologies, medications, and vaccines to care for exposed workers that can reduce case duration and cost as well as reduce anxiety surrounding blood borne pathogen exposures.

# Breakout for Risk Managers (Day 2)

**10:00 – 3:15 pm** Grand Ballroom 7A  
Convention Level

**Program Moderator:**  
Daniel T. Jaffe, Attorney  
*Rissman, Barrett, Hurt, Donahue, McLain  
& Mangan, PA*  
Tampa, FL

**10:00 – 11:00 am** **Quality Claims Outcomes, Top Three Focuses: If You Could Only Focus on Three Things for Quality Claims Outcomes, What Would They Be?**

**Moderator:**  
David Stills  
*Senior Vice President, Carrier and Risk Practice*  
Sedgwick  
Memphis, TN

**Panel:**  
Tara Acton  
*Director, Claims & Counsel*  
Lumen Technologies  
Denver, CO

Joey Ward  
*Risk & Insurance Manager*  
Recreational Equipment, Inc. (REI)  
Seattle, WA

Joan Vincenz  
*Managing Director, Corporate Safety*  
United Airlines  
Chicago, IL

We live busy and challenging professional lives. We are faced with a myriad of data points, metrics, goals, objectives, corporate initiatives and priorities, but a limited amount of time to devote to the things that matter most to quality claims management. While there are matters like compliance and people development that are givens, what are the most important focuses for our programs that lead to quality claims outcomes? What are the claims strategies and initiatives that best drive results?

Hear from seasoned risk managers (all A+ players) on their “three things” and how they drive those focuses to produce better outcomes and results for their companies. These risk managers will share what has worked well for them, and their lessons learned from experience.

This program is for claims and risk professionals, attorneys, brokers, insurers, and service providers who strive to effectively manage their company’s and client’s casualty claims. The information is well suited for self-administered and outsourced claims programs of all sizes.

**11:00 – 12:00 pm** **What is “Next” after “Next” in Workers’ Compensation**

**Moderator:**  
Marc Salm  
*VP Risk Management*  
Publix Super Markets, Inc  
Lakeland, FL

**Panel:**  
Robert “Bobby” Potter, Attorney  
*Swift, Currie, McGhee & Hiers, LLP*  
Atlanta, GA

Charles Martin  
*Senior Director – Integrated Casualty and Claims Advocacy*  
Willis Towers Watson  
Norwalk, CT

K. Max Koonce  
*Chief Claims Officer*  
Sedgwick  
Memphis, TN

We have all seen plenty of programs about what is “next” for the workers’ compensation industry: an aging and multi-lingual workforce, telemedicine, the gig economy and work from home, among others. All of this is accurate, but suffers from “2020 Vision.” This panel will discuss what comes after “next” for workers’ compensation. We will ask three of the most prominent and respected representatives of the legal, TPA, and broker communities all of whom have “2025 Vision,” to think about how the law, economics, technology, health care reform, immigration, domestic politics, demographics, and labor market changes will impact workers’ compensation, not in the next five years, but in the five years after that. All keeping in mind Richard Victor’s prescription, “If we continue to do the things that have made us successful in the past, then we will be successful in the past.”

**12:00 – 1:00 pm** **Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

**Breakout for Risk Managers (Day 2) (Continued)**

Grand Ballroom 7A, Convention Level

**1:00 – 2:00 pm Candid Conversations****Moderator:**

Scott Westman, CPCU, ARM, CRM, SCLA  
*Sr. Vice President Casualty Operations*  
*Sedgwick*  
*Lake Mary, FL*

**Panel:**

Noreen Olson, RN, MN, COHN-S, Arm  
*Manager, Claims, Risk Management*  
*Starbucks Coffee Company*  
*Seattle, WA*

Matthew Barkhurst  
*Director Risk Management*  
*Cardinal Health*  
*Dublin, OH*

Steve Figliuolo  
*Enterprise Risk Management*  
*Chick-fil-A, Inc*  
*Atlanta, GA*

Julie Swicegood  
*Manager, Claims*  
*Hendrick Automotive Group*  
*Charlotte, NC*

While organizations are unique, many face similar challenges. And while every injured worker's situation is different, there are many similarities among their most basic needs. There is no better way to elevate your program and improve your injured worker's experience than by hearing the challenges, strategies, and successes as shared by other employers. In this session, you will hear three industry leaders offer pragmatic suggestions and practical insights into such issues as how to engage a workforce characterized by high turnover, how advocacy programs have evolved since being introduced, alternative approaches designed to streamline claims reporting, creative settlement strategies with the injured worker in mind, practical ways technology is being used to support program performance, legislative highlights to track in the coming months, and ways to deal with crises that can leave a scarring impact on your workforce. This session promises to be one of the most engaging and enlightening discussions you will hear, and we invite you to be a part of these candid conversations.

**2:00 – 2:15 pm Break****2:15 – 3:15 pm A Premiere Claims Review: How to Impact and Improve Outcomes****Moderator:**

K. Max Koonce  
*Chief Claims Officer*  
*Sedgwick*  
*Memphis, TN*

**Panel:**

Robert Quast  
*Director of Insurance and Claims*  
*The Kroger Company*  
*Cincinnati, OH*

John Matejcek  
*Risk Manager*  
*Best Buy Co., Inc*  
*Minneapolis, MN*

Kelly Webb  
*Senior Director of National Claims*  
*Albertsons Companies*  
*Pleasanton, CA*

Claims' professionals face new questions and challenges every day. Each claim is based on a unique set of facts and circumstances. In turn, claims professionals must follow and apply statutory guidelines and regulations that vary across jurisdictions and are subject to frequent change. To this mix, employers create unique client service instructions based on their operations. The resulting claims decisions impact a sizeable sum of money but more importantly, they affect the lives of the individual employees. This session is designed to address some of the key questions employers should ask as they look for ways to improve their workers' compensation programs. For example: To what extent can claim professionals impact workers' compensation outcomes? How can employers and claims professionals work together to improve the overall claims experience and program results? How much of any effect can be attributed to observable characteristics or any one initiative? What role does emotional intelligence play in the claims process? How do biopsychosocial factors shape and influence an advocacy approach? Our discussion and interaction will shed invaluable insight on these and other related issues that will enhance virtually any claims program.

# National Trends In Workers' Compensation (Day 2)

**10:00 – 4:15 pm** Grand Ballroom 8A  
Convention Level

## 10:00 – 11:00 am Considerations for Prosthetics in Workers' Compensation

### Moderator:

David Anderson  
COO  
Orchid Medical  
Orlando, FL

### Panel:

Dale Berry, CP, FAAOP  
Prosthetic Consultant  
Prosthetic Xpert Consultation  
Austin, TX

Darcy Lincoln  
Managing Director, Claim WC Product  
Development Group  
Travelers  
Diamond Bar, CA

Patchez Pirtle, RN  
Senior Catastrophic Supervisor  
Paradigm Complex Care Solutions  
Hernando, MS

Amputations provide a unique challenge in workers' compensation from a clinical, financial, and legal standpoint. The injury is catastrophic and permanent, but the prospects of returning to work are also within reach. The implications of an amputation will vary depending on the level of the amputation, whether it is upper or lower extremity, and what the injured employee's job duties and lifestyle may be. If managed properly, the patient can regain the ability to experience activities of daily living at the highest possible level and claim costs can be reasonably managed. However, if not handled properly, costs can quickly get out of control and the injured worker will grow frustrated. Among the topics to be covered will be the guidelines for evaluating patients for their devices, the timelines associated with the provision of devices, lifetime costs, legal implications specific to prosthetics, and the overall impact on claims. This discussion will bring together perspectives from the clinical, claims, and legal aspects.

## 11:00 – 12:00 pm How to Turn Red Flags Into Green Flags With Well Managed Ancillary Services

### Moderator:

Laura Gorman, RN  
MTI America  
Tampa, FL

### Panel:

Claudia Rial  
VP of Operations  
MTI America  
Pompano, FL

Benjamin A. Leonard, Attorney  
Cipriani & Werner Attorneys at Law  
Alpharetta, GA

Merri Moats  
Network Provider Director  
Summit Consulting  
Lakeland, FL

Susan Emerson  
Emerson Claims Advisory  
Alpharetta, GA

The most utilized ancillary services in workers' compensation cases are transportation and language services. It is so important to comply with state regulations and to assure that those vendors who are in direct contact with the injured worker understand the unique needs of injured or ill people. This session will address those needs and how to best communicate with your vendor partner to assure that what is being done to provide service to the injured worker is consistent with best practices and meets their needs for safety and efficiency.

## 12:00 – 1:00 pm Lunch (on your own)

Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

## National Trends in Workers' Compensation (Day 2) (Continued)

Grand Ballroom 8A, Convention Level

### 1:00 – 2:00 pm Alexa, Turn on the Lights

**Moderator:**

Zack Craft, ATP, ATS, CAPS, CEAC, CRTS  
Vice President National Product Leader –  
Rehab Engineer  
One Call  
Orlando, FL

**Panel:**

Paul Kauffman, RN, BSN, MBA  
Director of Medical Management  
The AF Group  
Lansing, MI

Amie McGuire, ACA, CWC, CWCL  
Catastrophic Claims Manager  
Summit Holdings  
Lakeland, FL

The home modification world has revolutionized the meaning of accessibility with the introduction of technology products such as Amazon's Alexa or Google's Nest thermostat. What does this have to do with workers' compensation? Everything, when it comes to catastrophic cases that require home modifications. Imagine a paraplegic being able to come home and say "Alexa, turn on the lights" without having to maneuver to get to a light switch. This technology provides the injured worker an entirely new type of independence and possibly reduces the need for an in-home aide. Join us for this session as we learn about how technology is transforming home modifications, thus leading to cost containment and a better quality of life for injured workers.

### 2:00 – 2:15 pm Break

### 2:15 – 3:15 pm A Look at Successful Transitional Return to Work Programs

**Moderator:**

Kathy McNulty, MS, CDMS, CCM  
Senior Director, Vocational Case  
Management Services  
Paradigm Complex Care Solutions  
Milwaukee, WI

**Panel:**

Mary Wells  
Workers' Compensation Group Practice  
Leader  
USI Consulting Group  
Minnetonka, MN

Nancy Schulz, AIC, AIM, CMSP  
Director-Managed Care  
Acuity Insurance  
Green Bay, WI

Research shows that if an injured worker is off the job for three months, the chances of that worker returning to full employment are reduced and the cost of the claim increased. When an employer is unable to provide light-duty work during the recovery period, it is important to find a safe and appropriate role in an alternative environment. This expert panel will discuss their real life experiences implementing transitional programs, including the challenges faced and strategies used to overcome resistance. Attendees will leave with an appreciation for the impact transitional

programs have on injured workers, an understanding of best practices common to successful programs, and a plan for measuring transitional return to work programs.

### 3:15 – 4:15 pm Alternatives to Opioid Management for Chronic Pain

**Moderator:**

Michael Lacroix, PhD  
Licensed Psychologist (FL)  
Medical Director  
The Hartford  
Sarasota, FL

**Panel:**

Nikki Wilson, D. Pharm  
Director of Pharmacy Development  
Coventry WC Services  
Omaha, NE

Mark Williams, DC, MBA  
Chiropractic Physician  
Medical Director  
The Hartford  
Portland, ME

Dorothy Riviere, PT, TPS, FAFS, CertMDT  
Chief Clinical Officer  
Bardavon Health Innovations  
Oakland Park, KS

Much of the discussion around the opioid epidemic has focused on the scope of the problem and the addictive properties of opioids. Recently, regulators, insurers, and health professionals have begun to focus on solutions. We begin with reviewing employer surveys on the impact of the opioid crisis. We then discuss strategies that we already know to be effective, as well as emerging strategies that should help us finally end the crisis. These include physical therapy, chiropractic, psychological treatment alternatives, and non-opioid pharmacological options. More generally, we argue for a broader focus on the bio-psycho-social context of chronic pain and a re-thinking of coverage policies by public and private-sector insurers.

# National Workers' Compensation Review – Thirteenth Annual (Day 2)

**9:00 – 5:00 pm** Grand Ballroom 8B  
Convention Level  
(Entrance through corridor between  
Grand Ballrooms 7 & 8)

## 9:00 am NWCR Welcome and Introductions

### Co-Chairs, National Workers' Compensation Review (NWCR):

H. George Kagan, *Attorney*  
H. George Kagan, PA  
Gulf Stream, FL

James M. Anderson, *Attorney*  
Anderson Crawley & Burke  
Jackson, MS

William E. Pipkin, Jr., *Attorney*  
Austill, Lewis, Pipkin & Maddox  
Mobile, AL

## 9:00 – 10:00 am New CMS Rules! New Department of Justice Collection Actions Against Lawyers! New 2020 Medicare Insurer Civil Money Penalties Rules! and Other CMS You Need to Know Now Developments!

### Speaker:

Rafael Gonzalez, *Attorney*  
Cattie and Gonzalez, PLLC  
Lithia, FL

A record number four exclamation marks (!) in our title may not be too many for this momentous presentation, brought to you by one of the best informed commentators in the country, who provides a crucial update -- more accurate to say heads-up warning -- on goings-on at CMS. Covered are new mandatory insurer reporting requirements and consequences; conditional repayment reimbursements now being pursued by the *US DOJ* against employers, carriers, TPAs, injured workers and their attorney firms (including in auto, liability, and no-fault claims). Understand newly enacted (*February 2020*) *Civil Money Penalty Rules!* Leading federal cases against law firms are also carefully analyzed. This course is not here to scare you but to equip you on how to prepare -- both prophylactically, to head off trouble before it starts, and reactively, should trouble come.

## 10:00 – 11:00 am Obtain Legally. Leverage Wisely. Investigation of Claims, 2021 and Beyond

### Panel:

Debbie Ehsan  
*Director, Workers' Compensation*  
Kaiser Permanente  
Oakland, CA

Joanne Thomas  
*CEO/President & Managing Shareholder*  
Inland Empire, SRTK  
Los Angeles, CA

Dalene Bartholomew, CFE, CIFI  
*Vice President*  
VRC Investigations  
New York, NY

Trust but verify, a proverb popularized near the end of the Cold War, is a fitting description of industry's obligation -- yes obligation -- to properly conserve the flow of WC assets. Unlike other areas of law, in accepted claims we start with a host of obligations to our so-called adversaries who in turn are obliged to be truthful in all dealings. But human nature being what it is, the temptation to take more sometimes takes hold, and every claims entity must have means of assuring outgoing monies are well spent. But: these things, as the Witch of the West noted, "must be done delicately." Overreach or misstep, and your organization will come to trouble, so much so that some have abandoned all effort, which is the wrong take-away! What are the flags and triggers? What are the latest, most appropriate means? And finally -- where many good cases tank -- how to insure that what is found is also usable!

## 11:00 – 12:00 pm Catching Lightning in A Bottle – Utilizing Faith to Improve Recovery

### Panel:

William Zachry  
*Board Member*  
California State Compensation Insurance Fund  
San Carlos, CA

Becky Curtis  
*CEO*  
Take Courage Coaching  
Draper, UT

Recent studies now prove faith can play a significant role in promoting faster -- and more complete -- recovery from injury. Yet faith is rarely discussed or encouraged as a recovery tool in the workers' compensation system. For this presentation to bear fruit -- that is -- *to assist you in improving claims outcomes*, our panelists equip you with tangible, practical means to help overcome obstacles in the path of *harnessing a worker's faith as another tool in the arsenal toward achieving faster and more complete recoveries*. You know something is going on here. Come and be part of it: help them help you help others.

## National Workers' Compensation Review (Day 2) (Continued)

Grand Ballroom 8B, Convention Level (Entrance through corridor between Grand Ballrooms 7 & 8)

### 12:00 – 1:00 pm Lunch (on your own)

Purchase lunch in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

### 1:00 – 2:00 pm Direct From California, NWCR Proudly Presents: **workcompcentral® Comp Laude®** **'People's Choice' Award**

#### Moderator:

Gregg McKenna  
SVP & Director of Communications  
Gallagher Bassett  
Rolling Meadows, IL

#### Panel:

H. George Kagan, Attorney  
H. George Kagan, PA  
Co-Chair, NWCR  
Gulfstream, FL

Yvonne Guibert  
Marketing Director  
WorkCompCentral  
Tampa, FL

Becky Curtis  
CEO  
Take Courage Coaching  
Draper, UT

Kristy Sands  
VP Communications  
Gallagher Bassett  
Miramar, FL

William Zachry  
Board Member  
California State Compensation Insurance Fund  
San Carlos, CA

As the workers' compensation industry continues to evolve, its focus on physical and emotional needs of injured workers, *industry professionals* -- at every level -- must refuel and recharge, so that they may better empathize with EACH worker served. "People's Choice" presents inspiring, intensely personal and deeply engaging insight into core principles informing WC claims from all perspectives, including those of the injured worker. For its inaugural appearance at the Workers' Compensation Educational Conference, speakers have all been "People's Choice Awards" finalists. In timed six-minute vignettes our five finalists employ storytelling to recount life-changing events and moments of reflection which served as agents of change, supporting better claims handling vis-à-vis personal growth. New to our People's Choice format: we will conduct a cathartic question-and-answer session afterward. In short: we are changing the narrative in WC, and the excitement will be palpable: there'll be far more than one "round of applause" for this one, so grab a seat early!

### 2:00 – 3:00 pm Return to Work NOW! Reinvigorated Approaches and New Tools Benefit Workers, Drive Costs Down and Close Claims

#### Panel:

Natalie Torres  
Senior Director of Clinical Solutions  
Workfinders USA  
Milwaukee, WI

Tod Stupski  
Leon County Florida School Board  
Tallahassee, FL

Claire Muselman  
Vice President  
North American Risk Services  
Des Moines, IA

David Gandy, MD  
Jackson Orthopedic Clinic  
Jackson, MS

Accentuate the positive! Return to work is universally acknowledged as a core workers' compensation value, yet many in claims and in industry have grown complacent -- and their workers' compensation programs suffer for it. You can either help ensure the injured worker is again earning a paycheck, or you can pay the worker (and attorney) yourself: it's often that simple. A revitalized stance and fresh look at vocational rehabilitation and return to work will reveal many new tools hiding in plain sight, e.g., effectively leveraging government agency resources, especially in the light of new federal emphasis. Also covered are several specific state scenarios. Our panelists bring diversified professional backgrounds providing insight into what is often called the key to the courthouse, because successful re-integration back into the work force preempts most of the ills attributable to WC, certainly including litigation expenditures.

**National Workers' Compensation Review (Day 2)  
(Continued)**

Grand Ballroom 8B, Convention Level (Entrance through corridor between Grand Ballrooms 7 & 8)

**3:00 – 4:00 pm Women Trail Blazers and Ceiling Breakers: Collaboration and Innovation for the Betterment of Our Industry and All Served By It**

**Moderator:**

Jennifer Morris Jones, *Attorney*  
*Cranfill, Sumner & Hartzog LLP*  
*Raleigh, NC*

**Panel:**

Caryn Siebert  
*VP and National Director of Carrier*  
*Engagement*  
*Gallagher Bassett*  
*Orange, CA*

Jeannette Johnian  
*AVP of Workers' Compensation Claims*  
*Falls Lake Insurance Companies*  
*Raleigh, NC*

Caty Culver  
*Global Claims Analyst*  
*Whole Foods*  
*Austin, TX*

Kristen Chavez  
*President*  
*WorkCompCentral*  
*Camarillo, CA*

This extraordinary panel takes the proverbial bull by the horns and documents precisely how diverse backgrounds and experiences combine to inform WC programs that don't merely succeed, they thrive. Our gifted *industry-preeminent* panelists emphasize the importance of demonstrating leadership both through word and deed, offering specific insights and experiences that have enabled implementation of change for the good of their respective organizations regardless of mission, and for their workers, injured or not. This presentation is not focused on any specific group of attendees but on all attendees: the enthusiastic and accomplished high tide here will raise all boats, including yours.

**4:00 – 5:00 pm NWCR's Exclusive Faith Based Ethics Presentation: Biblical and Religious Perspectives  
This Year's Message: Technology and Faith – the Intersection of Faith and Artificial Intelligence**

**Panel:**

William E. Pipkin, Jr., *Attorney*  
*Austill, Lewis, Pipkin & Maddox*  
*Mobile, AL*

Deborah Watkins  
*CEO*  
*CareBridge*  
*Sarasota, FL*

Desiree Tolbert, *AVP*  
*Sedgwick*  
*Lake Mary, FL*

This is the latest in our series of ethical conversations inspired by the Faith Based Claims Association, founded by our NWCR co-chair and presenter, Bill Pipkin. Artificial Intelligence (AI) is THE hot topic. It's everywhere -- and yet it's nowhere: it is nowhere, yet omnipresent. Is anyone there? Who can I talk to?

What ethical questions are raised by the rapid pace of technological advancement in specific claims applications? How do we discuss much less manage it effectively? No one is saying go backward -- but perhaps more should be asking how to better harness these new capabilities without sacrificing essential human elements in successful claims management.

Our illustrious panelists stoke the fires, sharing thoughtful insights into these and related issues as we all learn to walk the sometimes amazing -- sometimes terrifying -- line between encroaching technology and human empathy.

# Professional Employer Organization (PEO) Breakout

Sponsored by The National Association of PEOs (NAPEO)  
and The Florida Association of PEOs (FAPEO)

**9:00 – 3:15 pm** Grand Ballroom 7B  
Convention Level  
(Entrance through corridor between  
Grand Ballrooms 7 & 8)

**9:00 – 10:15 am Carriers and PEO Issues – Hot Topics Impacting Coverage for PEOs**

**Moderator:**  
Torben Madson, *Attorney*  
*The PEO Law Firm*  
*Deputy General Counsel for FAPEO*  
*Apalachicola, FL*

**Panel:**  
Debra Daly  
*VP, PEO Specialty Underwriting*  
*AIG*  
*New York, NY*

Cindy Howard  
*Sr. Vice President, Claims*  
*Normandy Insurance Company*  
*Orlando, FL*

Rob Morris  
*Vice President, Casualty Underwriting*  
*Zurich Global Corporate in N. America*  
*Atlanta, GA*

Blake Souers  
*Chief Underwriting Officer*  
*SUNZ Insurance*  
*Bradenton, FL*

This esteemed panel of insurance industry leaders will share their insight on hot topics influencing coverage, claims handling, and other issues unique to the co-employment model. These experts will address critical issues influencing your business that include the impact of the workers' compensation rate decreases, the 1% FWCIGA assessment, underwriting challenges of staffing in the PEO arena, trends in coverage, carrier appetite for multiple coordinated policies, insurance contracts, and the legacy of master policy retained deposits, as well as trends in claims in the age of legalized marijuana. You don't want to miss the chance to hear these industry experts share their valuable knowledge on issues of importance to you.

**10:15 – 10:30 am Break**

**10:30 – 11:45 am Claims Management – Building PEO Best Practices**

**Moderator:**  
Torben Madson, *Attorney*  
*The PEO Law Firm*  
*Deputy General Counsel for FAPEO*  
*Apalachicola, FL*

**Panel:**  
Skip Brechtel  
*Executive Vice President & CIO*  
*CCMSI*  
*New Orleans, LA*

Tish Cooke  
*Claims Manager*  
*Lightsource HR*  
*Orlando, FL*

Christopher E. Dennis, *Attorney*  
*Rissman, Barrett, Hurt, Donahue, McLain*  
*& Mangan, PA*  
*Orlando, FL*

Heidi Sellers  
*Director of Client Services*  
*Next Level Administrators*  
*Bradenton, FL*

This esteemed panel will evaluate the daily activities of a PEO claims adjuster and cultivate, through lively audience participation, industry-best practices. Many topics will be discussed but the most critical are reserves and reserving practices along with developing effective and timely communication. Our panel will also touch on managing catastrophic claims, litigation management, drug testing, return-to-work, and effective use of managed care. This can't miss session is certain to provide several takeaways that can be put to use in your PEO.

**Professional Employer Organization (PEO)  
Breakout (Continued)**

Grand Ballroom 7B, Convention Level (Entrance through corridor between Grand Ballrooms 7 & 8)

**11:45 – 1:00 pm NAPEO Update and Lunch**

**Workers' Compensation Legal and Legislative Changes Impacting PEOs**

**Lunch Sponsored by SUNZ Insurance Company**

**Panel:**

Michael Kreiter  
*Senior Director, State Government Affairs  
National Association of Professional Employer Organizations  
Alexandria, VA*

Nick Kapiotis  
*General Counsel  
National Association of Professional Employer Organizations  
Alexandria, VA*

**1:00 – 2:00 pm Best Practices for Risk Managers**

**Moderator:**

Abram Finkelstein  
*President  
Stafflink Outsourcing, Inc  
Plantation, FL*

**Panel:**

Harry Campbell  
*EVP, Director of Risk Management  
Decision HR  
St. Petersburg, FL*

Julie Cirillo  
*Vice President  
Engage PEO  
Clearwater, FL*

Wade Latham  
*Senior Vice President of Risk Management and Corporate Strategy  
CoAdvantage  
Bedford, TX*

This panel will address client risk management issues, PEO HR and risk/safety collaboration, managing benefits in a PEO and client profitability. Cyber security liability exposure, loss information and claims information will also be discussed.

**2:00 – 2:15 pm Break**

**2:15 – 3:15 pm Active Threats and the PEO Response**

**Moderator:**

Scott Johnson  
*PEO Safety Manager  
Oasis, a Paychex Company  
Tampa, FL*

**Panel:**

David Carothers  
*Co-Founder  
Praxiom Risk Management  
Brandon, FL*

Jeff Erb  
*Special Agent  
Florida Department of Law Enforcement  
Tampa, FL*

Mike Swanson  
*Vice President of Claims  
Key HR  
Orlando, FL*

An "active threat" is defined as any incident which by its deliberate nature creates an immediate threat or presents an imminent danger to the PEO or its clients. In addition to offenders armed with firearms (active shooters), it is possible for other types of weapons or instruments to be used by offenders who want to cause harm. In this session we will discuss common pre-attack behaviors and warning signs, the ongoing actions businesses can take to protect themselves, mitigation steps to eliminate or reduce the impact of an incident, and how to develop a response plan to stabilize an incident and establish a safe environment.

# Breakout for Temporary Staffing

9:00 – 4:00 pm Grand Ballrooms 13 & 14  
Convention Level

**Program Moderator:**  
Kristy L. McConnell, ARM  
State Director  
CCMSI  
Maitland, FL

9:00 – 10:00 am **It is all About the Numbers:  
What Can You Learn From Your  
Workers' Compensation Data**

**Moderator:**  
Lisa Abernathy, CPCU  
Senior Vice President, Contingent Staffing  
Consultant  
USI Insurance Services  
Tampa, FL

**Panel:**  
Skip Brechtel  
Executive Vice President and CIO  
CCMSI  
Metairie, LA

Melissa Miller  
Vice President of Risk Management  
Staffmark  
Cincinnati, OH

Dan Leporati, ARM  
President  
RiskAware  
Orlando, FL

In this session, we will discuss the relevance of using historical monetary metrics to analyze your data with a view toward better managing your risk and improving your awareness to predict upcoming financial problems. Understanding these numbers and trends will allow you to strive for better claim results, and ultimately, improve your overall costs. If it is true that "knowledge is power," then it is certain that knowing your numbers will lead you to better decision-making.

10:00 – 11:00 am **Stages of a Claim- Medical**

**Moderator:**  
Joshua Ingram  
National Operations Manager  
Sedgwick  
Lake Mary, FL

**Panel:**  
Michael Wright  
Vice President Claims  
Nixer Comp  
Maitland, FL

Carmen Andreini  
Director Client Services  
Sedgwick  
Memphis, TN

Craig Deneau  
Director of Carrier Development  
Medcor, Inc  
Lawrenceville, GA

Take control of your responsibilities while blazing a path through the medical progression of a claim. You will get to experience how the claim flows from a medical perspective while we discuss tools to mitigate costs through such methods as triage, IME's, and employment companies, among other things. Don't worry, a panel rich with a temporary staffing background will help guide you, so buckle up!

11:00 – 12:00 pm **Behind the Curtain (Part I) -  
See How the Litigation Process  
Really Works**

**Moderator:**  
Denise Evans  
Director, Workers' Comp Claims  
Advantage Resourcing/Staffmark  
Cincinnati, OH

**Panel:**  
Fred Vitale, Attorney  
Eraclides Gelman  
Tampa, FL

Roger A. Javier, Attorney  
Javier Law Firm  
New Orleans, LA

Roy J. Park, Attorney  
The PG Firm  
Brea, CA

Yana N. Shapiro, Attorney  
German Gallagher & Murtagh  
Philadelphia, PA

Once a claim is denied, the legal portion of the claim starts immediately. Active participants will be a claimant, adjuster, client company, defense attorney, claimant attorney, mediator, and the judge. This group will demonstrate, via role play, the importance of understanding how claim decisions and actions or inactions affect the legal aspect of claims. Specifically, how very small decisions can impact the legalities in every facet of the process which can ultimately lead to unanticipated consequences. Learn the mediation process from an actual mediator who will provide insight on what went right and what went wrong.

**Breakout for Temporary Staffing (Continued)**

Grand Ballrooms 13 & 14, Convention Level

**12:00 – 1:00 pm Lunch (on your own)**  
Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

**1:00 – 2:00 pm Behind the Curtain- (Part II)  
Let the Trial Begin**

**Moderator:**  
Denise Evans  
*Director, Workers’ Comp Claims  
Advantage Resourcing/Staffmark  
Cincinnati, OH*

**Panel:**  
Thomas G. Portuallo, *Attorney*  
Eraclides Gelman  
*Jacksonville, FL*

Roger A. Javier, *Attorney*  
Javier Law Firm  
*New Orleans, LA*

Roy J. Park, *Attorney*  
The PG Firm  
*Brea, CA*

Yana N. Shapiro, *Attorney*  
German Gallagher & Murtagh  
*Philadelphia, PA*

This session will give a unique perspective on how attorneys, mediators, and judges review and look at each portion of the case. Employers and adjusters will learn what they can do to help the legal process and provide legal savings/quick resolution to the claim. We will showcase a mock mediation and hearing/trial with a former Judge who will rule on the case. Afterward, you will be better prepared to handle your next litigated file for your defense team.

**2:00 – 2:15 pm Break**

**2:15 – 4:00 pm Veins of Gold! Increase Market Share, Profits & Brand Recognition while Reducing Losses through the Safety Standard of Excellence Program**

**Moderator:**  
Bill Nagel  
*Executive Director  
StaffPRO3/PMC Insurance Group  
Bedford, MA*

**Panel:**  
Sharon Davis  
*Occupational Safety Manager Corporate  
Headquarters  
Elwood Staffing  
Columbus, IN*

Bob Alcorn  
*VP Underwriting and Loss Control  
Express Employment Professionals  
Oklahoma City, OK*

Brittany Sakata, *Attorney*  
Associate General Counsel  
American Staffing Association  
*Alexandria, VA*

Jeff Corder  
*Vice President Loss Control  
Amtrust Financial Services, Inc  
Clearwater, FL*

Reduce losses/claims and insurance costs while increasing brand awareness and profits. Learn how to gain and retain clients and increase employee productivity, all while keeping your employees safe. Prepare to take in a mountain of information in this jam-packed and fast-paced session of risk management best-in-class concepts and strategies. This panel of staffing industry professionals will discuss the proven best practices that your company needs to adopt: the “Safety Standard of Excellence® Program.” You’ll leave understanding the policies and procedures that will reduce your risk exposure, slash insurance costs, cultivate a culture of safety, and cement your client relationships.

# First Responder Heart and Hypertension, and Occupational Disease Claims

**1:00 – 5:00 pm** Crystal Ballroom H  
Convention Level

**1:00 – 2:45 pm** **First Responder Heart and Hypertension Claims: The Current State of Law and Medicine**

**Moderator:**  
Michael Broussard, *Attorney Broussard, Cullen & Blastic, PA Orlando, FL*

**Panel:**  
Karen J. Cullen, *Attorney Broussard, Cullen & Blastic, PA Orlando, FL*

Geoffrey Bichler, *Attorney Bichler & Longo, PLLC Orlando, FL*

David Perloff, MD, FACC, FACP  
*Cardiologist, Broward Health Medical Center Broward Health Imperial Point Ft Lauderdale, FL*

Hear from a claimant and defense attorney, and a cardiologist on the obstacles presented by the Heart-Lung Bill in determining: who is covered, conditions covered, pre-employment physical requirements, presence of disability, evidence needed to rebut the presumption of compensability, and related issues of evidentiary standards and their impact on presumption claims. Attendees will leave with a thorough understanding on taking a proactive approach to the handling of first responders' heart/hypertension claims with the goal of determining whether a claim should be accepted or denied.

**2:45 – 3:00 pm** **Break**

**3:00 – 5:00 pm** **Occupational Disease Claims Involving First Responders: PTSD and Cancer**

**Moderator:**  
Michael Broussard, *Attorney Broussard, Cullen & Blastic, PA Orlando, FL*

**Panel:**  
Geoffrey Bichler, *Attorney Bichler & Longo, PLLC Orlando, FL*

Karen J. Cullen, *Attorney Broussard, Cullen & Blastic, PA Orlando, FL*

Deborah C. Beidel, PHD, ABPP  
*Trustee Chair and Pegasus Professor University of Central Florida Orlando, FL*

William Telkamp  
*Risk Manager Seminole County BCC Sanford, FL*

Laura Pastore  
*Human Resources Supervisor City of Margate, FL*

Keith Tyson  
*Vice President Education, Research and Outreach Firefighter Cancer Support Network Miami, FL*

Ryan Gallik, EMT-P  
*President Ryan Gallik & Associates, LLC Orlando, FL*

Join this session to hear from the panel about their experience and perspective in handling occupational disease claims involving first responders, including cancer and PTSD. The attendees will gain a thorough understanding of psychiatric claims under Chapter 440, F.S., and the new PTSD statute, including qualifying events, DSM-5 criteria for PTSD, and procedural requirements. In addition, the attendees will hear from the panel on handling of cancer claims in and outside of the Workers' Compensation Act.

# The Roger L. Williams National Regulators College (Day 2)

Presented by The Southern Association of Workers' Compensation Administrators and The Self-Insurance Guaranty Funds of America



Self-Insurance Guaranty Funds of America

Separate registration required.

Separate Registration & Payment Is Required.

Register at: [www.sawca.com](http://www.sawca.com).

Open Only To State Regulators, Officials and Legislators.

7:45 – 8:45 am Continental Breakfast

8:45 – 4:15 pm Hall of Cities - New York & New Orleans  
Convention Level

8:45 – 10:00 am Live Surgery – Lower Extremity  
Surgery

Palms Ballroom – Canary  
Convention Level

**Surgery Moderator:**

Christopher S. Warrell, MD  
Orlando Orthopaedic Center  
Orlando, FL

**Surgeon:**

Randy S. Schwartzberg, MD  
Orlando Orthopaedic Center  
Orlando, FL

The 14th Annual **Orlando Orthopaedic Center Live Surgery Event** offers a unique interactive look into an operating room as Randy S. Schwartzberg, MD, performs a lower extremity surgery. This surgical procedure will stream live from the Orlando Orthopaedic Outpatient Surgery Center with the help of moderator Christopher S. Warrell, MD. Drs. Schwartzberg and Warrell will explain the procedure step-by-step and answer questions from the audience. The goal of the presentation is to provide an in-depth education on lower extremity anatomy, all aspects of the lower extremity that will be impacted by the surgery, and examine how the injury and recovery period affect day-to-day activity and employment restrictions (including typical length of light duty and estimated MMI timeline).

10:00 – 10:10 am Morning Refreshment Break

10:10 – 11:10 am Medical Fee Schedules &  
Formularies

**Presenters:**

Bob Swisher  
Kentucky Department of Workers' Claims  
Lexington, KY

Wes Marshall  
Virginia Workers' Compensation Commission  
Richmond, VA

A discussion of the administrative challenges and political realities of implementing and updating medical fee schedules and formularies. Commissioner Bob Swisher and Commissioner Wes Marshall share their recent real-world experience in the process and issues involved with these critical workers' comp elements.

11:10 – 12:00 pm Will the Controversial Become the  
Norm?

**Presenter:**

Greg Gilbert  
Chief Reimbursement and Government  
Relations Officer  
Concentra  
Addison, TX

A discussion of challenging medical issues including telemedicine, robotic process automation/artificial intelligence (RPA/AI), & non-opioid pain management alternatives.

12:00 – 1:00 pm Lunch Provided

1:00 – 2:30 pm Information Technology –  
A Comparative Panel

**Presenter:**

Honorable Karl Aumann  
Chairman  
Maryland Workers' Compensation  
Commission  
Baltimore, MD

Industry and regulatory leaders in information technology join Karl Aumann for a comprehensive discussion on the issues that arise when you build/revamp your outdated system to accommodate the technological needs of your agency, industry stakeholders, and the citizens you serve.

2:30 – 2:45 pm Afternoon Refreshment Break

**The Roger L. Williams National Regulators College  
(Day 2) (Continued)**

Hall of Cities - New York & New Orleans, Convention Level

**2:45 – 3:45 pm Political Challenges & Realities  
Of Agency Leadership**

**Presenters:**

Dwight Lovan  
*Former KY Commissioner & SAWCA  
President  
Frankfort, KY*

Honorable Scott Beck  
*Former South Carolina Legislator, SAWCA  
President and current Chair of the South  
Carolina Workers' Compensation Commission  
Columbia, SC*

An interactive discussion focused on the political and bureaucratic realities of leading a state agency covering personnel issues, public relations, Legislative and Executive Branch communications, ethics and more.

**3:45 – 4:15 pm Developing Tools, Resources &  
Networks**

**Presenters:**

Honorable Karl Aumann  
*Chairman  
Maryland Workers' Compensation  
Commission  
Baltimore, MD*

Beth Aldridge  
*Commissioner  
Mississippi WCC  
Jackson, MS*

Our College Deans provide an overview of the various national, regional, and statewide associations that exist to support the workers' compensation industry concluding the program with an open discussion of workers' compensation issues.

# National Workers' Compensation Judiciary College (Day 2)

Presented by The National Association of Workers' Compensation  
Judiciary, Inc. (NAWCJ)



Separate registration required.

**Registration Is Required To Attend  
The National Workers' Compensation  
Judiciary College. See [www.nawcj.org](http://www.nawcj.org).**

**You Must Be An Adjudicator or Regulator To Attend.**

**8:45 – 4:00 pm** Grand Ballrooms 4 - 6 and  
Palms Ballroom - Canary  
Convention Level

Day 3 of this program is on Wednesday, December 15, 2021 beginning at 9:00 am in Hall of Cities – New York & New Orleans. See page 79.)

**8:45 – 9:45 am Live Surgery – Lower Extremity  
Surgery**

Palms Ballroom – Canary  
Convention Level

**Surgery Moderator:**

Christopher S. Warrell, MD  
*Orlando Orthopaedic Center  
Orlando, FL*

**Surgeon:**

Randy S. Schwartzberg, MD  
*Orlando Orthopaedic Center  
Orlando, FL*

The 14th Annual **Orlando Orthopaedic Center Live Surgery Event** offers a unique interactive look into an operating room as Randy S. Schwartzberg, MD, performs a lower extremity surgery. This surgical procedure will stream live from the Orlando Orthopaedic Outpatient Surgery Center with the help of moderator Christopher S. Warrell, MD. Drs. Schwartzberg and Warrell will explain the procedure step-by-step and answer questions from the audience. The goal of the presentation is to provide an in-depth education on lower extremity anatomy, all aspects of the lower extremity that will be impacted by the surgery, and examine how the injury and recovery period affect day-to-day activity and employment restrictions (including typical length of light duty and estimated MMI timeline).

**10:00 – 10:50 am The Noble Quest: Writing The  
Workers' Compensation Opinion -  
From Draftsmanship To  
Craftsmanship**

Grand Ballrooms 4-6  
Convention Level

**Speaker:**

Honorable Ferrell Newman  
*Virginia Workers' Compensation Commission  
Richmond, VA*

A village idiot's exploration of the Herculean task of vetting verbal, non-verbal, and documentary evidence through the gauntlet of applicable law and distilling therefrom, reason and justice so fairly explained as to delude the reader into the gross misconception that the entire process was effortless.

**10:50 – 11:00 am Break**

**11:00 – 11:50 am Messin' With Medical Records When  
Writing The Opinion And Order**

**Panel:**

Honorable Scott Beck  
*Chairman  
South Carolina Workers' Compensation  
Commission  
Columbia, SC*

Honorable Frank R. McKay  
*Georgia State Board of Workers'  
Compensation  
Atlanta, GA*

Honorable Wesley G. Marshall  
*Virginia Workers' Compensation Commission  
Richmond, VA*

Judges Beck, McKay and Marshall will offer strategies and best practices for drafting workers' compensation opinions and orders, with examples on how to deal with medical records and histories. Areas of focus will include clarity and concision in writing, determining relevancy, and strategies for addressing complex medical issues.

**11:50 – 12:00 pm Break**

**12:00 – 1:00 pm Lunch (provided)  
Kids' Chance of Florida**

## National Workers' Compensation Judiciary College (Day 2) (Continued)

Grand Ballrooms 4 - 6, Convention Level

### 1:00 – 2:00 pm **Explicit/Implicit Bias**

**Panel:**

Chief Judge Shannon Bruno Bishop  
*Louisiana Workforce Commission Office of  
Workers' Compensation  
Harahan, LA*

Honorable Laura T. Bradley  
*Board of Industrial Insurance Appeals  
Olympia, WA*

Professor Luz Molina  
*Loyola University  
New Orleans, LA*

Knowrasa Patrick  
*Department of Labor & Industries  
Self-Insurance  
Olympia WA*

Explicit or conscious bias by an adjudicator can often be easily spotted or felt in workers' compensation proceedings. Generally, it is evinced by the words, deeds, or actions of an adjudicator that are intentionally exhibited and reasonably interpreted as inappropriate and offensive. On the other hand, the implication of implicit (unconscious) bias is more difficult to readily appreciate or detect. This latter type of bias progressively develops over time as the individual experiences life and the environment causing certain stereotypes and bias to develop undetected. The presenters will help identify certain conditions that exacerbate implicit biases, negatively impacting decision-making. They will also suggest strategies to eliminate, or at least reduce, the impact of implicit biases when adjudicators render decisions.

### 2:00 – 2:10 pm **Break**

### 2:10 – 3:10 pm **Evidence: Ruling In The Moment**

**Speaker:**

Chief Judge Don A. Myers, Jr.  
*Ninth Judicial Circuit of Florida  
Orlando, FL*

Ruling in the moment is an everyday occurrence for busy trial judges. During the course of the trial, judges must rule in the moment on a variety of evidentiary issues. These rulings often affect the outcome of the trial, especially rulings related to the admissibility of documentary evidence or oral testimony. This presentation will help adjudicators understand frequently occurring evidentiary objections and discussion of proper rulings.

### 3:10 – 4:00 pm **Judges Getting Jobs: Judicial Selection And Retention In State Systems**

**Speaker:**

William Raftery  
*National Center for State Courts  
Williamsburg, VA*

NCSC's senior knowledge and information services analyst will lead a walk across America examining state judicial selection and retention programs, providing insight regarding the growth and opportunities for judicial performance evaluation programs at the state level.

# Return-To-Work Breakout

## Inclusion: The Framework for Return-To-Work Success

**7:45 – 12:00 pm** Crystal Ballroom H  
Convention Level

Return to work demands that we see ability versus disability. These breakout sessions focus on inclusion as the key tenet of building a successful team that accommodates, understands, and overcomes all of the unique challenges that occur after an injury. We will focus on building cooperative working relationships with employers, carriers, unions, case managers, third-party administrators, and physicians. We will offer a solid framework and parameters for viable job accommodation. Attendees will learn from someone who has overcome the challenges of living with a disability while still having an amazing life's journey. This year we also turn our focus to the COVID-19 pandemic and we will be discussing its implications (short term and long term) to our industry and the impact upon all the stakeholders currently while also having our experts project long term future outcomes and discuss best practices.

**7:45 – 8:00 am Continental Breakfast**  
**Breakfast Sponsors: CompEquip Solutions, Re-Employability, Claims Investigation Agency, Inc., CorVel Corporation and Summit**

**8:00 – 9:00 am Public Entities and Unions: Overcoming the Unique Challenges While Building Return to Work Success**

**Moderator:**  
Maxine Topper  
*Executive Vice President  
Physicians Health Center, Inc  
Miami, FL*

**Panel:**  
Rosa Royo  
*Director of Workers' Compensation and Loss Prevention for Miami Dade County Public Schools  
Miami, FL*

Raquel Elejabarrieta  
*Director of Labor Relations and Risk Management  
City of Coral Gables  
Coral Gables, FL*

Sonia Bridges  
*Director of Risk Management  
City of Miami Beach  
Miami Beach, FL*

Three public entities, Miami Dade County Public Schools, City of Miami Beach, and City of Coral Gables will speak about return to work in their unionized environments. Our panel will discuss how work injury claims and return-to-work duties are impacted when multiple unions and collective bargaining agreements need to be respected. Our subjects include: How do you deal with departments within your organization that do not want to accommodate the injured worker's restrictions? How long should you keep an injured worker in a light-duty capacity? And how do you handle

disciplinary issues while the employee is on light or modified duty? How did COVID-19 more specifically impact governmental entities (i.e. first responders/police/fire/EMT)?

**9:00 – 10:00 am Can We Do That? The Legal and Case Management Parameters of Return to Work and Job Accommodation**

**Moderator:**  
Mollie Kallen, MS, CRC, CCM  
*President and CEO  
Mollie Kallen Case Management, Inc  
Boca Raton, FL*

**Panel:**  
Dr. James Harding  
*Florida State University – College of Business Faculty  
Tallahassee, FL*

Ya'Sheaka Campbell-Williams, Attorney  
*Eraclides, Gelman, Hall, Indek, Goodman, Waters, & Traveso  
Tampa, FL*

Nicole Gainey  
*Claims Supervisor  
Corvel Corporation  
Tampa, FL*

Catherine Benavidez-Anderson  
*President – Injury Management Organization, Inc  
Plano, TX*

One of the challenges employers face when returning injured employees to work is legal compliance. Even if the employee is not represented by an attorney, there are overlapping laws that govern the employee's tenure with the organization. The question most every employer asks – Can I do that legally? The answer is often "maybe." This session will evaluate the legal aspect of return to work with overlapping laws like the Americans with Disabilities Act (ADA) and the Family Medical Leave Act (FMLA). The unique part of this session is that we will hear from an expert in workplace disability accommodation who is also disabled. We will learn from him the challenges and opportunities to make reasonable accommodations that will work and benefit everyone. By the end of this session, attendees will have a greater understanding of how to stay legally compliant in every aspect of the injury from obtaining medical treatment, to accessing service within a medical network in Texas, to working with the third-party administrator, and to finding cost effective accommodation tools. The unique part of this session is that we will hear from an expert in workplace disability inclusion, who also happens to live and thrive as a quadriplegic. He will also share challenges and opportunities to make reasonable accommodations that can make your workplace more inclusive. We will learn firsthand about the professional and interpersonal challenges COVID-19 created. By the end of this session, attendees will have a greater understanding of how to stay legally compliant in every aspect of the injury from obtaining medical treatment, to accessing service within a medical network in Texas, to working with the third-party administrator, and to finding cost effective accommodation tools. Attendees will gain a much greater level of empathy for the multilayered issues facing workers with disabilities.

**Return-to-Work Breakout (Continued)**

Crystal Ballroom H, Convention Level

**10:00 – 11:00 am    Rehabilitate, Restore, & Return -  
The Framework of RTW Success:  
Focus on Returning the Injured  
Worker to a Life of Normalcy  
Following an Industrial Injury**

**Moderator:**

Andrew Borah, *Attorney  
HR Law  
Fort Lauderdale, FL*

**Panel:**

Nekitta Tomberlin  
*Summit's Back2Work Coordinator  
Lakeland, FL*

Debra Livingston  
*CEO  
ReEmployAbility  
Brandon, FL*

Theresa McLaughlin  
*Director, Risk Management Services  
Acosta, Inc  
Jacksonville, FL*

This session will explore the panelists' key roles and responsibilities in the rehabilitation, restoration, and return to work of an injured employee. Presenters will discuss the framework of building a successful return-to-work program that keeps an injured employee connected to their employer and community while they heal. The panel will demonstrate how a comprehensive return-to-work program can create positive claim outcomes, reduce medical and indemnity costs, and improve psychosocial elements that injured employees are facing. Overcoming the pandemic challenges will be discussed, as there have been roadblocks in keeping injured workers engaged in transitional work post-accident. The panel will discuss the role of the employer in providing injured workers with reassurance to stay focused on recovery.

**11:00 – 12:00 pm    Building an Inclusive Return to  
Work Team – The Underpinning  
of Success**

**Moderator:**

Mollie Kallen, MS, CRC, CCM  
*President and CEO  
Mollie Kallen Case Management, Inc  
Boca Raton, FL*

**Panel:**

James Bullock, MD  
*Orthopaedic Center of South Florida  
Plantation, FL*

Susan Nelson, DO  
*Medical Director  
Physicians Health Centers  
Miami, FL*

Gina Poliard  
*Case Management Manager  
CorVel Corporation  
Sunrise, FL*

This presentation discusses one of the areas that we never discuss in our role advocating for injured and disabled employees. A critical question for employers and all stakeholders in the workers' compensation system, given its complexity, is how do you effectively advocate for injured employees? If we struggle as practitioners to understand the workers' compensation system – can we fathom how injured employees feel when they attempt to navigate the medical treatment process? This session will evaluate what happens from the time employees are injured until they are returned to work at full duty. The speakers will walk attendees through a case scenario that starts at the time of the injury and proceeds to the interactions with the carrier, third-party administrator, the occupational medical clinic, the referral to an orthopedic surgeon, and case management interventions along the way. By the end of this session, attendees will have a better understanding of how to deploy inclusive advocacy within the lifecycle of the claim.

# Breakout on Longshore and Harbor Workers' Act, Jones Act, and Defense Base Act (Day 1)

**1:00 – 4:00 pm** Grand Ballrooms 11 & 12  
Convention Level

(Day 2 of this program is on Wednesday, December 15, 2021 beginning at 8:30 am in Grand Ballroom 8A. See page 75.)

**Program Moderator:**  
Robert L. Bamdas, Attorney  
*Schouest, Bamdas, Soshea & BenMaier, PLLC*  
Boca Raton, FL

**1:00 – 2:00 pm** **Updates from the OWCP and OALJ Including the New OWCS and EFS Systems**

**Panel:**  
Joel Romero  
*District Director*  
*OWCP, Southern District-Jacksonville Suboffice*  
Jacksonville, FL

Associate Chief Judge Paul Almanza  
*U.S. Department of Labor*  
Washington, DC

Limor Ben-Maier, Attorney  
*Schouest, Bamdas, Soshea & BenMaier, PLLC*  
Houston, TX

There were many changes at the Office of Workers' Compensation Program in 2020. Chief among them was the new OWCS computer system, which is promoting consistency throughout OWCP. Additionally, the OALJ implemented the electronic filing system in December of 2020. This session will address the usage of OWCS & EFS and what stakeholders can do to make the programs even better. Additionally, trends and updates from each office will also be explored.

**2:00 – 3:00 pm** **COVID and Delayed Onset Claims, Emotional and Physical – Part 1**

**Panel:**  
David Pacheco, Attorney  
*Gillis, Mermell & Pacheco, PA*  
Miami, FL

Billy J. Frey, Attorney  
*Thomas Quinn, LLP*  
Houston, TX

J. Alan Girard  
*Assistant Vice President*  
*Allied World*  
Addison, TX

Joel Romero  
*District Director*  
*OWCP, Southern District-Jacksonville Suboffice*  
Jacksonville, FL

COVID hit hard in early 2020, and its impact was immediately felt in the DBA and Longshore claim community. This panel will explore the potential short and long-term impacts of the pandemic on the claims' community. Additionally, the panel will discuss delayed-onset claims that create unique litigation and administration issues for claimants, employers, and carriers. This will address the initial procedural aspects of a claim, from claim initiation through the end of the informal conference process. The speakers will discuss claims investigation for older files, OWCP investigation and administration of delayed-onset claims, potential last responsible carrier issues, and even potential concurrent coverage issues depending on the government contracting agency.

**3:00 – 4:00 pm** **COVID and Delayed Onset Claims Emotional and Physical – Part 2**

**Panel:**  
Kristina L. Alexander, Attorney  
*Sioli Alexander Pino*  
Miami, FL

Scott Thaler, Attorney  
*Grossman Attorneys at Law*  
Boca Raton, FL

Judge Jonathan C. Calianos  
*U.S. Department of Labor*  
Boston, MA

Victoria Dickerson  
*Claims Account Manager*  
*Arch Insurance Group, Inc.*  
Alpharetta, GA

Part 2 of COVID and delayed-onset claims will focus on the litigation issues after referral to the Office of Administrative Law Judges. The speakers will discuss standard of proof, the collection of evidence, depositions, videoconferencing or Skype hearings, and challenges of preparing and trying delayed-onset claims and claims in general during a pandemic.

# Medicare Secondary Payer Compliance (Day 1)

**1:00 – 4:15 pm** Crystal Ballroom G1  
Convention Level

(Day 2 of this program is on Wednesday, December 15, 2021 beginning at 9:00 am in Crystal Ballroom G1. See page 78.)

**Program Moderator:**  
Daniel M. Anders  
Chief Compliance Officer  
Tower MSA Partners  
Delray Beach, FL

**1:00 – 2:00 pm** Centers for Medicare and  
Medicaid Services Townhall

**Moderator:**  
Daniel M. Anders  
Chief Compliance Officer  
Tower MSA Partners  
Delray Beach, FL

**Panel (via video):**  
Jackie Cipa  
Deputy Director  
Division of MSP Program Operations  
Centers for Medicare and Medicaid Services  
Baltimore, MD

Steve Forry  
Director  
Division of MSP Program Operations  
Centers for Medicare and Medicaid Services  
Baltimore, MD

John W. Jenkins, Jr.  
Health Insurance Specialist  
Division of MSP Program Operations  
Centers for Medicare and Medicaid Services  
Baltimore, MD

CMS's Division of Medicare Secondary Payer Operations (MSP) oversees all aspects of MSP compliance, including Section 111 Mandatory Insurer Reporting, Medicare conditional payment recovery, and workers' compensation Medicare Set-Aside review and approval. Its policies and requirements are far reaching and especially impact the settlement of workers' compensation cases. This panel of government officials will explain CMS' role, provide the latest information on MSP programs and answer your questions on matters pertaining to expectations for MSP compliance.

**2:00 – 3:00 pm** Don't Forget Medicare Conditional  
Payments!

**Moderator:**  
Kristine Dudley  
Chief Operating Officer  
Tower MSA Partners  
Delray Beach, FL

**Panel:**  
Rasa Fumagalli  
Director of MSP Compliance  
Synergy Settlement Solutions  
Orlando, FL

Brian MacAllister  
Medicare Unit Manager, Conditional  
Payment Unit  
Liberty Mutual Insurance  
Dover, NH

MSAs tend to get all the attention at the time of settlement. However, Medicare conditional payments, including Medicare Advantage plan lien resolution, deserve equal time with claim settlement. From the perspective of the insurance carrier, attorney, and Medicare recovery contractor, this panel will address obvious Medicare conditional payment practices, as well as blind spots which can cause trouble for settling parties. The panel will cover disputing and appealing conditional payment charges and avoiding Treasury Department involvement to discharge Medicare obligations with confidence.

**3:00 – 3:15 pm** Break

**Medicare Secondary Payer Compliance (Day 1)  
(Continued)**

Crystal Ballroom G1, Convention Level

**3:15 – 4:15 pm It's Still OK to Submit an MSA**

**Moderator:**

Heather Schwartz Sanderson  
*Sanderson Firm*  
*Palmetto, FL*

**Panelists:**

Daniel M. Anders  
*Chief Compliance Officer*  
*Tower MSA Partners*  
*Delray Beach, FL*

Shawn Deane  
*General Counsel*  
*Ametros*  
*Burlington, MA*

Nancy Schulz  
*Director, Managed Care*  
*Acuity Insurance*  
*Sheboygan, WI*

Twenty years after the Centers for Medicare and Medicaid Services (CMS) formally launched its Workers' Compensation Medicare Set-Aside (WCMSA) review and approval process, the concept of not submitting an MSA represents an increasing trend. However, the MSA submission route is still the preference for most employers and carriers. While addressing the MSA non-submission route, this panel will concentrate its discussion on how to achieve an MSA submission program that yields cost-effective settlements while protecting the injured worker.

# Breakouts on Workplace Safety (Day 2)

## Breakout 4 on Workplace Safety – General Industry Outreach Training

**8:00 – 3:15 pm** OSHA 10 Hour Outreach Training Course on General Industry (Day 2)  
Crystal Ballrooms A & B  
Convention Level

**Moderator:**  
Mylene Kellerman  
Assistant Director  
USF Safety Florida 21 (d) Consultation Program  
Tampa, FL

Upon successful completion of the 10 hours of classes, participants will receive an OSHA 10-hour General Industry Outreach DOL training card. Participants must pre-enroll and register at each session. Class size is limited. Other conference participants may attend individual presentations if space permits.

### 8:00 – 9:00 am Fire Protection

**Speaker:**  
Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

Fire and explosion hazards in the workplace, including egress from worksites and fire protection, will be covered during this session. Much of this course is geared toward life safety. Topics to be discussed will include: basic requirements for emergency exit routes, fire extinguishers, evacuation plans, fire brigades, training requirements, and other topics related to facility safety.

### 9:00 – 9:15 am Break

### 9:15 – 10:15 am Safety and Health Programs

**Speakers:**  
Joan Spencer, MPH  
Compliance Assistance Specialist  
U.S. Department of Labor – OSHA  
Tampa, FL

Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

This session is a basic overview of Safety and Health Programs in the workplace. Topics to be discussed will include: potential hazards that could result from an inadequate safety and health program; how to develop an effective safety and health program; and how to avoid and report workplace hazards that can result from failure to follow a developed safety and health

program. This presentation discusses some hazards that are not regulated by governmental standards.

### 10:15 – 10:30 am Break

### 10:30 – 11:30 am Electrical

**Speaker:**  
Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

This presentation focuses on the dangers of electricity. Topics to be discussed will include: common injuries associated with coming into contact with electricity; safety measures that can be taken to prevent electrical injuries; site conditions that produce exposures to electricity; and personal protective equipment required for protection from electricity.

### 11:30 – 1:00 pm Lunch (on your own)

Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

### 1:00 – 2:00 pm Recordkeeping

**Speakers:**  
Joan Spencer, MPH  
Compliance Assistance Specialist  
U.S. Department of Labor – OSHA  
Tampa, FL

Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

An overview of OSHA’s recordkeeping regulation. The objective of this presentation is to present an awareness of some of the key provisions of the rule. At the end of the training session, the audience should be familiar with major elements of the regulation.

### 2:00 – 2:15 pm Break

### 2:15 – 3:15 pm Personal Protective Equipment (PPE)

**Speaker:**  
Larry Anderson  
University of South Florida  
OSHA Training Institute Education Center  
Wesley Chapel, FL

Employers have the responsibility to provide a safe and healthy workplace for their employees. When hazards cannot be eliminated, employees must be provided with the appropriate PPE and be trained on the proper usage. Topics to be discussed will include the use of engineering and workplace controls and protective equipment (PPE) to reduce hazards in the workplace.

**Breakouts on Workplace Safety (Continued)**

Grand Ballrooms 9 &amp; 10, Convention Level

**Breakout 5 on Workplace Safety – Advanced Safety Program****9:00 – 4:30 pm** Grand Ballrooms 9 & 10  
Convention Level**9:00 – 10:00 am Total Worker Health: What Does that Mean to Me and How do I get Started?****Speaker:**James R. Thornton, CSP, CIH, FASSP,  
FAIHA  
*Senior Vice President  
Alpha LLC  
Hampton, VA*

This presentation will address the “Total Worker Health” (TWH) movement as well as the steps one can take to start a TWH program for your organization. The course objective is to provide attendees with an understanding of the definition of the principles of Total Worker Health and how effective implementation of these principles can have a direct effect and positive impact on workers’ compensation costs.

**10:00 – 10:15 am Break****10:15 – 11:15 am Safety Metrics for the Modern Safety Professional; You Manage What You Measure****Speaker:**C. Gary Lopez, CSP, Fellow ASSP  
*Senior Risk Control Consultant  
Arthur J. Gallagher, Inc  
Boca Raton, FL*

For years the safety profession focused on one dimensional “body count” metrics such as the incident rate or the lost-time accident rate. While these rates may be adequate to cover one type of loss they do not represent the greater scope of losses that can potentially happen to an organization. Making matters worse, this one-dimensional metric can give an organization a false sense of security that their safety program has addressed all of their risks. This presentation will address how expanding your metrics will allow you to focus on a greater scope of risks and will in the process change how your role in your organization is viewed.

**11:15 – 12:15 pm Workplace Violence – Protecting Our Staff****Speaker:**Kim Olszewski, DNP, CRNP, COHN-S/  
CM, FAAOHN, FAAN  
*Director of Client and Medical Provider  
Services  
DISA Global Solutions, Inc  
Lewisburg, PA*

For purposes of this presentation, workplace violence is defined as, the act or threat of violence, ranging from verbal abuse to physical assaults

directed toward persons at work or on duty. NIOSH reviews of Bureau of Labor Statistics (BLS) describes workplace violence nonfatal injuries in the private sector as follows: 71% were female, 64% were aged 25 to 54, 73% worked in the healthcare and social assistance industry, 20% required 31 or more days away from work to recover, and 21% involved 3 to 5 days away from work. The objective of this presentation will focus on risk factors and prevention strategies for workplace violence. The audience will understand that workplace violence is a growing concern for women. The presentation will also discuss the various resources to reduce occupational violence.

**12:15 – 1:15 pm Lunch (on your own)**

Purchase lunch in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

**1:15 – 2:15 pm Using Claims Data to Drive Safety Performance****Speaker:**James D. Smith, CSP  
*Regional Leader  
Gallagher Global Brokerage - US  
Arthur J. Gallagher  
Past President/Chairman Board of  
Directors of ASSE  
Boca Raton, FL*Andrea Tomasek  
*Arthur J. Gallagher Risk Management  
Services, Inc  
Boca Raton, FL*

This presentation will discuss how to capture claims data, ensuring the data is accurate and using the data to drive accident prevention resources that reduce claims loss drivers.

**2:15 – 2:30 pm Break****2:30 – 3:30 pm Energizing a Safety Committee to Drive Safety Programs****Speaker:**Mike Sharkevich, CSP, CHST  
*Risk Control Manager  
Gallagher Global Brokerage-US  
Arthur J. Gallagher, Inc  
Boca Raton, FL*

“Energizing Your Safety Program” will look at different ways organizations can set up and maintain an effective safety committee. Challenges and pitfalls when engaging supervisors and employees will be the primary focus of this session which will include strategies for creating and enhancing workplace safety programs.

**3:30 – 4:30 pm OSHA Regulation Update****Speaker:**Jessica Schifano, JD, MPH (Invited)  
*Director of Office of Biological Hazards  
OSHA  
Washington, DC*

What really is happening at OSHA in the development and adoption of new OSHA regulations is the subject of this presentation? Particular focus will include exposures to harmful biological agents, harmful physical hazards and other hazards in the workplace.

# Wednesday, December 15

2021 Official Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: CORA-WORKTRACKS

**7:00 – 5:00 pm** Shuttle bus service between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

**8:00 – 11:00 am** **Registration & Information**  
Palms Foyer, Convention Level

## Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Cyber Security (Day 3)

**8:00 – 12:15 pm** Crystal Ballroom J1  
Convention Level

The last “2020/2021 in the Rear View Mirror” series of breakout sessions is in response to the 2020/2021 significant news concerning cyber breaches at both the governmental and private industry levels, oftentimes not detected for months after an initial occurrence. This should be a reminder that cybersecurity remains a significant concern for all, especially for ALL stakeholders in the workers’ compensation system. As a matter of law and procedural dictates in the oversight of workers’ compensation, increased data/information retention is being required of employers, PEOs, temporary staffing companies, carriers, attorneys (both claimant and defense), medical care providers (physicians, hospitals, pharmaceuticals, etc.), regulators, courts, and others. Information being retained includes financial records, health records, and other sensitive information that unquestionably needs to be protected from general publication, failure of which could create very real financial liabilities to everyone, most especially to the entity that failed to provide proper protection, security or inadequate follow-up. This is a first-of-its-kind series of breakout sessions offered by WCI and is in response to the very disturbing news of increased cyber breach incidents that are seemingly becoming commonplace.

**8:00 – 10:00 am** **Cybersecurity Risk Management for your Organization**

**Speaker and Moderator:**

David Langham  
*Deputy Chief Judge of Compensation Claims  
Pensacola, FL*

**Speakers:**

Eman El-Sheikh, PhD  
*Associate Vice President  
Center for Cybersecurity  
University of West Florida  
Pensacola, FL*

Guy Garrett, MS, MBA  
*Assistant Director  
Center for Cybersecurity  
University of West Florida  
Pensacola, FL*

Cyber breaches rob an organization of time, money, and reputation. The threat grows daily, making Cyber Risk Management, fraud detection, and prevention vital to financial stability. Learn the different types of cyber breaches, demands being made by the perpetrators, and the potential losses that can result. Ransom and other breaches cost organizations billions annually. How can you protect against financial loss and interruptions to your business? What does it take to safeguard data? How do you plan, implement, and monitor a Cyber Security Risk Management Plan? What do your employees need to know? This session is designed to help you proactively manage cyber risks.

But first, there must be a complete understanding of why Cyber Security Standards are relevant to the workers’ compensation system, perhaps more so than many others. What kind of data or information is collected by workers’ compensation stakeholders as a matter of law and voluntarily based on good business practices? What are the effects of cyber breaches on the workers’ compensation industry?

**Lessons Learned and Moving Forward: 2020/2021  
in the Rearview Mirror – Cyber Security (Day 3)  
(Continued)**

Crystal Ballroom J1, Convention Level

**10:00 – 10:15 am Break**

**10:15 – 11:15 am Caught in a Dark Web**

**Speaker:**

Ron Frechette  
*Founder & CEO*  
*GoldSky Cyber Security, LLC*  
*Orlando, FL*

This course will introduce attendees to each level of the World Wide Web with an emphasis on how cyber criminals are using the Dark Web to perform illegal activities and monetize their efforts. The program includes taking attendees on a live tour of the Dark Web so they can have a first-hand look into what is considered to be “Hell on the Internet.” The presentation will teach attendees who the current threat actors are, how they are attacking, and their primary motives for targeting industries. Attendees will learn about the components of a digital footprint. Case Studies of recent data breaches will be shared and how they could have been prevented. This session is intended to educate attendees on current compliance laws and statutes at the state and federal levels and the ethical responsibilities to protect data. It introduces a cyber risk management system that is easy to understand and implement and concludes with “do it yourself security tips” that will dramatically reduce the risks of cyberattacks, malware threats, and data breaches.

**11:15 – 12:15 pm Case Law Update Related to First and Third Party Claims including Insurance Coverage for Claimed Losses from Cyber Breaches**

**Speaker:**

Eric Adams, *Partner*  
*Shutts & Bowen, LLP*  
*Tampa, FL*

A cyber breach allowed by you can certainly result in devastating damages to your business. But what about damages incurred by third parties whose data was compromised by a breach caused by you? More and more, customers and clients are insisting that by contract or otherwise, you indemnify them for any damages resulting to their business caused by your failure to have in place a viable cyber security plan (third party claims). What financial liabilities are assumed by you for the protection of data or information of others? Is there insurance coverage in place that would provide defense expenses and/or pay for damages to third persons? To what extent is your chosen insurance company liable to you for damages suffered by you (first party claims)? This presentation is designed to make workers' compensation stakeholders understand and appreciate the potential financial consequences of failing to be attentive to essential components of protecting cyber information in these ever-changing times.

# Breakout on Medical Issues

**9:00 – 12:15 pm** Crystal Ballroom C  
Convention Level  
**(Entrance to G2)**

**Program Moderator:**  
Nat Levine  
*Independent Medical Consultant*  
Tamarac, FL

**9:00 – 10:00 am Taking a Bite Out of Dental Injuries**

**Panel:**  
Patrick Fitzgerald, DMD, FICOI  
*EZ Comp Care*  
Gainesville, FL

Carlos A. De Bruzos, DMD  
*EZ Comp Care*  
Gainesville, FL

Finally, a complete guide in the assessment and care of dental trauma and facial injuries. Did you know for example that there are four types of fractured teeth? Do all fractures need crowns? Can “lost” teeth be saved? Attend this session and be educated.

**10:00 – 10:15 am Break**

**10:15 – 11:15 am I’m Not a Punching Bag:  
Workplace Violence and Costs**

**Panel:**  
Michael Bunte, CWC  
*Claim Closure Project Manager*  
AON  
Tampa, FL

Stephen Rios  
*Director of National Business Development*  
Transcom Solutions  
Atlanta, GA

Miranda Kofeldt, PhD  
*Clinical Director*  
Ascellus Behavioral Health  
St. Petersburg, FL

Historically, school bus drivers were in the news as the recipients of beatings administered by students and parents. Gun violence is in the news every day. In 2000-2012 there were 110 active shooter events in the United States. In 2019 there were 417. Lawsuits abound against school districts and large employers. Can policies and procedures be instituted to decrease the exposure to employers and carriers? Listen to an actual eye-witness account of public violence!

**11:15 – 12:15 pm “Getting the Upper Hand” -  
A Course in Soft Tissue Injuries  
of the Hand**

**Speaker:**  
Thomas J. Zaydon, Jr., MD  
*Plastic Surgery Institute of Miami*  
Miami, FL

Upper extremity injuries collectively account for 95 million restricted activity days and 16 million days of absence in the workplace. The total economic impact is enormous. You will learn the anatomy of the hand and how it’s properly examined. Infections, along with skin, nerve and tendon injuries will be covered. You will also be taught what types of injuries require referral to a specialist. It’s time for you to get the upper hand – don’t miss this one!

# Florida Department of Financial Services – Division of Workers’ Compensation Breakout

**8:30 – 11:45 am** Grand Ballrooms 8B  
Convention Level  
**(Entrance through corridor between Grand Ballrooms 7 & 8)**

**8:30 – 9:30 am Regulatory and Legislative Update**

**Speaker:**  
Andrew Sabolic  
Assistant Director  
Division of Workers’ Compensation  
Department of Financial Services  
Tallahassee, FL

Andrew Sabolic, Assistant Director, will update the attendees on significant regulatory and legislative changes impacting Florida’s workers’ compensation system. Pursuant to 440.13(12), F.S., the Three-Member Panel’s legislative and regulatory recommendations surrounding fee schedules, medical authorization and facility charges will be analyzed. Lastly, he will discuss other relevant administrative rule activity and various Division projects and data-driven initiatives.

**9:30 – 10:30 am The Most Common Regulatory Issues Encountered by the Division**

**Moderator:**  
Brittany O’Neil  
Policy Coordinator  
Division of Workers’ Compensation  
Tallahassee, FL

**Panel:**  
Charlene Miller  
Bureau Chief, Monitoring & Audit  
Division of Workers’ Compensation  
Tallahassee, FL

Greg Jenkins  
Bureau Chief, Financial Accountability  
Division of Workers’ Compensation  
Tallahassee, FL

Derrick Richardson  
Operations & Management Consultant  
Monitoring & Audit  
Division of Workers’ Compensation  
Tallahassee, FL

Michelle Carter  
Operations & Management Consultant  
Manager Monitoring & Audit  
Division of Workers’ Compensation  
Tallahassee, FL

Robert Abrego  
Sr. Management Analyst Supervisor  
Employee Assistance Office  
Division of Workers’ Compensation  
Tallahassee, FL

This Division panel will outline regulatory issues encountered throughout the workers’ compensation system including claims-handling, self-insurer requirements and reporting, medical billing, EDI reporting, and feedback from the injured worker helpline, particularly related to how injured workers react to their experience being a part of the workers’ compensation system.

**10:30 – 10:45 am Break**

**10:45 – 11:45 am Medical Billing and Reimbursement Disputes**

**Speaker:**  
Theresa Pugh  
Program Administrator  
Medical Services Section  
Division of Workers’ Compensation  
Tallahassee, FL

Theresa Pugh, Program Administrator, Medical Services Section, will give an update on recent rulemaking activity in the workers’ compensation medical arena including: Medical Billing and Reporting Rules (69L-7.710 - 7.750, 69L-8.071 – 8.074), Reimbursement Manual updates (69L-7.020, 69L-7.100, 69L-7.501), and the Reimbursement Dispute Rule (69L-31)

# Breakout on Longshore and Harbor Workers' Act, Jones Act, and Defense Base Act (Day 2)

**8:30 – 12:00 pm** Grand Ballroom 8A  
Convention Level

**Program Moderator:**  
Robert L. Bamdas, *Attorney*  
*Schouest, Bamdas, Soshea & BenMaier, PLLC*  
*Boca Raton, FL*

**8:30 – 9:30 am** **Jurisdictional Considerations and Interplay with Longshore, Jones Act, DBA, State Workers' Compensation and Foreign Voluntary Claims**

**Panel:**  
Jeffrey M. Winter, *Attorney*  
*Jeffrey Winter Law*  
*San Diego, CA*

Allen D. Hemphill, *Attorney*  
*Brown Sims*  
*Houston, TX*

Angela K. Kirby  
*Senior Vice President*  
*Marsh*  
*Ft. Worth, TX*

David A. Duhon  
*District Director*  
*OWCP, Southern District-Houston Suboffice*  
*Houston, TX*

Our practice area is a mosaic. Here, we will examine each tile in the mosaic and address how they fit together. Special focus will be paid to Longshore and Jones Act relatedness.

**9:30 – 9:40 am** **Break**

**9:40 – 10:40 am** **Foreign National Claims: Tactical Legal Perspective**

**Panel:**  
Brian C. Karsen, *Attorney*  
*Barnett, Lerner, Karsen, Frankel & Castro, PA*  
*Fort Lauderdale, FL*

Brendan McKeon, *Attorney*  
*Flicker, Garelick & Associates*  
*New York, NY*

Tracie True  
*Vice President*  
*Allied World*  
*Addison, TX*

Associate Chief Judge Paul Almanza  
*U.S. Department of Labor*  
*Washington, DC*

Judge Jonathan C. Calianos  
*U.S. Department of Labor*  
*Boston, MA*

Joel Romero  
*District Director*  
*OWCP, Southern District-Jacksonville*  
*Suboffice*  
*Jacksonville, FL*

The Defense Base Act applies to foreign nationals just as it applies to United States citizens. With Employers hiring large numbers of third country nationals from locales around the world (e.g., the Balkans and Africa), litigation involving those nationals has increased. Here, we will discuss the ins-and-outs of litigating these claims before the Office of Administrative Law Judges and eventually resolving the claims via mediation and settlement. Mass notices of hearing to streamline litigation for foreign national claims, telehealth, and sufficiency and admissibility of evidence will also be explored.

**10:40 – 10:50 am** **Break**

**10:50 – 12:00 pm** **Case Law Update**

**Panel:**  
Norman Cole, *Attorney*  
*Brownstein Rask, LLP*  
*Portland, OR*

Lane Lowrey, *Attorney*  
*Schouest, Bamdas, Soshea & Ben Maier, PLLC*  
*Houston, TX*

Over the past year, federal courts and the Benefits Review Board has issued a number of important decisions involving the borrowed servant doctrine, diligent job searches, jurisdiction, maximum medical improvement, modification, situs, status, and more. Our panelists take you through the important decisions.

# Breakout on Multi-State Workers' Compensation Laws

Sponsored by the Workers' Compensation Defense Institute (WCDI)

**8:15 – 3:45 pm** Grand Ballroom 7A  
Convention Level

While continuing the trend of offering workers' compensation topics and presentations to address current events and the interests of our audience, the Multi-State Breakout will cover national and state-specific workers' compensation issues in both a thought provoking and entertaining format this year. However, in order to increase our attendees' ability to obtain information and learn new trends across multiple state lines, we are expanding our breakout sessions to three separate programs. The program will utilize popular holiday movie clips to teach and facilitate lively and entertaining discussions concerning common and trending issues affecting compensability of workers' compensation claims in numerous jurisdictions.

Before and after a WCDI provided lunch, the very unique and extremely popular state-specific breakout presentations will begin. The presentations will take place in three rooms, each room consisting of a panel of five different states, with each session lasting one hour and forty minutes. Unlike past years, however, we will offer two sessions in the morning and one in the afternoon, thereby allowing participants to hear from all fifteen of our member jurisdictions. This year, once again, the format will incorporate the use of popular movie clips to teach about and facilitate fun and lively discussion concerning common issues of compensability across multiple jurisdictions. Handout materials will be available for each jurisdiction, and the topics covered will include injuries to remote/home employees, PTSD claims, effective tools for closing a case, impairment/intoxication defenses, the impact of legalized marijuana, and hot topics impacting each jurisdiction.

The day will culminate with our closing session where prizes will be given to the persons attending the breakout sessions. Importantly, the 2021 multi-state workers' compensation laws, rules, regulations, and forms from each of our jurisdictions will be distributed to all attendees during this closing session. This is an invaluable resource tool for any employer or claims handler conducting business in more than one of our states. This booklet will also include easy reference to rules and form filing deadlines.

**Multi-State Bag Sponsor: Carlisle Medical, Inc., Mobile, AL**

**8:15 – 8:25 am** **Opening Remarks: Welcome, Announcements and Introductions**

**Moderators:**

Stephen D. Christie, *Attorney*  
*Miller Christie & Kinney, PC*  
*Vestavia Hills, AL*

Kyle K. Kinney, *Attorney*  
*Miller Christie & Kinney, PC*  
*Vestavia Hills, AL*

**8:25 – 10:25 am** **Panel Discussion with Regulators and Attorneys**

**WCDI: Forget Donner and Let's Get Blitzen!**

**Topics:** Utilizing your favorite holiday movie clips, our experts will facilitate discussion of topics including employees' injuries at home, impairment/intoxication defenses and the impact of marijuana legalization, PTSD claims, obtaining case closure, and the two hottest topics in each state

Move into one of three rooms containing the following states:

Room 1: Illinois, Kentucky, Indiana, New York, North Carolina, and California  
Grand Ballrooms 3 & 4

Room 2: Texas, Georgia, Florida, Oklahoma, and Mississippi  
Grand Ballrooms 1 & 2

Room 3: Louisiana, Georgia, Alabama, South Carolina, and Tennessee  
Grand Ballrooms 5 & 6

**Individual State Presenters:**

Alabama:  
Stephen D. Christie, *Attorney*  
Kyle K. Kinney, *Attorney*  
*Miller, Christie & Kinney, PC*  
*Birmingham, AL*

California:  
Erwin A. Nepomuceno, *Attorney*  
Emily Edwards, *Attorney*  
*Manning & Kass, LLP*  
*Los Angeles, CA*

Florida:  
Christopher G. McCue, *Attorney*  
*McConnaughay, Coonrod, Pope, Weaver & Stern, PA*  
*Tallahassee, FL*

Georgia:  
Douglas W. Brown, *Attorney*  
K. Martine Cumbermack, *Attorney*  
Chad E. Harris, *Attorney*  
Timothy C. Lemke, *Attorney*  
Michael Ryder, *Attorney*  
Lisa A. Wade, *Attorney*  
*Swift, Currie, McGhee & Hiers, LLP*  
*Atlanta, GA*

**Breakout on Multi-State Workers' Compensation Laws (Continued)**

Grand Ballrooms 7A and 1 - 6, Convention Level

- Georgia:  
 Caitlin Beyl, *Attorney*  
 Hayley L. Folmar, *Attorney*  
 Hanna J. Williams, *Attorney*  
 McConnaughay, Coonrod, Pope, Weaver & Stern, PA  
 Thomasville, GA/Savannah, GA
- Illinois:  
 Rich Lenkov, *Attorney*  
 Tim Alberts, *Attorney*  
 Bryce Downey & Lenkov, LLC  
 Chicago, IL
- Indiana:  
 Kirsten L. Kaiser Kus, *Attorney*  
 Bryce Downey & Lenkov, LLC  
 Schererville, IN
- Kentucky:  
 Walter E. Harding, *Attorney*  
 Boehl Stopher & Graves, LLP  
 Louisville, KY
- Louisiana:  
 Jeffrey C. Napolitano, *Attorney*  
 Matthew M. Putfark, *Attorney*  
 Keith E. Pittman, *Attorney*  
 Thomas M. Ruli, *Attorney*  
 Juge, Napolitano, Guilbeau, Ruli & Frieman  
 Metairie, LA/Covington, LA
- Mississippi:  
 James M. Anderson, *Attorney*  
 Daniel M. Baker, *Attorney*  
 Daniel P. Culpepper, *Attorney*  
 Anderson Crawley & Burke, PLLC  
 Ridgeland, MS/Oxford, MS
- New York:  
 Marguerite L. Jonak, *Attorney*  
 Manning & Kass, LLP  
 New York City, NY
- North Carolina:  
 Jennifer Morris Jones, *Attorney*  
 David Rhoades, *Attorney*  
 Jerri Simmons, *Attorney*  
 Matthew B. Covington, *Attorney*  
 Cranfill, Sumner & Hartzog, LLP  
 Raleigh, NC/Charlotte, NC/Wilmington, NC
- Oklahoma:  
 Leah P. Keele, *Attorney*  
 Travis Colt, *Attorney*  
 Latham Steele Lehman PC  
 Tulsa, OK
- South Carolina:  
 Regan A. Cobb, *Attorney*  
 Will Littlejohn, *Attorney*  
 Barrett Burley, *Attorney*  
 David Padgett, *Attorney*  
 Holder Padgett Littlejohn & Prickett, LLC  
 Charleston, SC/Columbia, SC/  
 Greenville, SC/Raleigh, SC

Tennessee:  
 David J. Deming, *Attorney*  
 James H. Tucker, Jr., *Attorney*  
 John W. Barringer, *Attorney*  
 Heather Hardt Douglas, *Attorney*  
 Sarah Reisner, *Attorney*  
 Manier & Herod, PC  
 Nashville, TN

Texas:  
 Robert D. Stokes, *Attorney*  
 Steve Tipton, *Attorney*  
 Flahive, Ogden & Latson  
 Austin, TX

**10:25 – 10:35 am Break**

**10:35 – 12:35 pm Repeat of State Panel Discussion with Regulators and Attorney**  
 (Alabama, California, Florida, Georgia, Indiana, Illinois, Kentucky, Louisiana, Mississippi, New York, North Carolina, Oklahoma, South Carolina, Tennessee, Texas)

**12:35 – 1:15 pm Complimentary Lunch**  
 (provided for Multi-State seminar attendees by the Workers' Compensation Defense Institute – LUNCH TICKET NEEDED FOR ENTRY)

Grand Ballroom 7B  
 Convention Level

**Moderators:**  
 Robert D. Stokes, *Attorney*  
 Flahive, Ogden & Latson  
 Austin, TX

James M. Anderson, *Attorney*  
 Anderson Crawley & Burke, PLLC  
 Ridgeland, MS/Oxford, MS

The educational agenda will continue during lunch time with the opportunity for attendees to sit at state designated tables. Attendees may sit at all tables of interest and continue discussions with attorneys actively practicing in those jurisdictions and regulators.

**1:15 – 1:25 pm Break**

**1:25 – 3:25 pm Repeat of State Panel Discussion with Regulators and Attorney**  
 (Alabama, California, Florida, Georgia, Indiana, Illinois, Kentucky, Louisiana, Mississippi, New York, North Carolina, Oklahoma, South Carolina, Tennessee, Texas)

\*Repeat allows participants to attend overviews of all 13 states.

**3:25 – 3:45 pm Closing Session with Prize Giveaways and Distribution of 2021 Multi-State Workers' Compensation Laws, Rules, Regulations & Forms**

Grand Ballroom 7A  
 Convention Level

# Gambling with Medicare Secondary Payer Compliance? Two Sides of the MSP Mitigation Coin (Day 2)

**9:00 – 11:00 am** Crystal Ballroom G1  
Convention Level

**9:00 – 10:00 am HEADS-Pre-Settlement Mitigation of Medicare Set-Asides**

**Panel:**

Robert L. Sagrillo, JD, LLM  
*President, National Accounts and Settlement Consulting*  
NuQuest  
Longwood, FL

Jennifer M. Shymanski, JD, CMSP-F  
*Vice-President, Implementation and Strategy*  
NuQuest  
Longwood, FL

Large MSAs can toss your settlement strategy off the table. Flipping to an approach that is proactive, cost effective, and manages risk is a sure bet. Don't rely on beginner's luck. Medicare compliance can be a high-stakes world that requires foresight, claims oversight, and strategic planning.

**10:00 – 11:00 am TAILS: MSA Administration: A Means for Closing Claims and Mitigating Risk**

**Panel:**

Robert L. Sagrillo, JD, LLM  
*President, National Accounts and Settlement Consulting*  
NuQuest  
Longwood, FL

Jennifer M. Shymanski, JD, CMSP-F  
*Vice-President, Implementation and Strategy*  
NuQuest  
Longwood, FL

Don't gamble on the future. Administration assistance conserves and extends settlement funds so that there is less of a risk of total exhaustion or of the chance that Medicare will deny future treatment due to improper management of funds.

# National Workers' Compensation Judiciary College (Day 3)

Presented by The National Association of Workers' Compensation  
Judiciary, Inc. (NAWCJ)



**Separate registration required.**

**Registration Is Required To Attend  
The National Workers' Compensation  
Judiciary College. See [www.nawcj.org](http://www.nawcj.org).**

**You Must Be An Adjudicator or Regulator To Attend.**

**9:00 – 11:50 am** Hall of Cities - New York & New Orleans  
Convention Level

**9:00 – 9:50 am** **The Intoxication, Violation Of Law,  
And Related Defenses: Statutory  
Variations And Application In The  
Trenches**

**Panel:**

Honorable David B. Torrey  
*Pennsylvania Department of Labor & Industry  
Pittsburgh, PA*

Andrew E. Greenberg, *Attorney*  
*The Chartwell Law Offices*  
*Eagleville, PA*

The operative liability principle of workers' compensation is no fault. The presentation will review the variety of state laws, addressing certain defenses that nonetheless exist: intoxication and violation of law. The panel members will discuss how these defenses are litigated and adjudicated.

**9:50 – 10:00 am** **Break**

**10:00 – 11:00 am** **Access To Justice**

**Panel:**

Honorable Laura T. Bradley  
*Board of Industrial Insurance Appeals*  
*Tacoma, WA*

Honorable Shannon Bruno Bishop  
*Louisiana Workforce Commission Office of  
Workers' Compensation*  
*Harahan, LA*

Professor Luz Molina  
*Loyola University New Orleans, College of Law*  
*New Orleans, LA*

Knowrasa Patrick  
*Department of Labor & Industries*  
*Self-Insurance*  
*Olympia WA*

Injured workers are often deprived of access to justice for various reasons. This session will focus on the inability of certain groups to appear in court due to their limited English proficiency. During this session, you will hear from a law school professor and several judges who are actively involved with Access to Justice programs that focus on barriers experienced by individuals with limited English-speaking abilities. They will discuss ways to identify the problem and provide advice and solutions to address it.

**11:00 – 11:50 am** **Judicial Independence**

**Panel:**

Abbie Hudgens, *Administrator*  
*Tennessee Bureau of Workers' Compensation*  
*Nashville, TN*

Honorable Sheral Kellar  
*Louisiana Workforce Commission*  
*Baton Rouge, LA*

Honorable Frank R. McKay  
*Georgia State Board of Workers'  
Compensation*  
*Atlanta, GA*

Honorable James Szablewicz  
*Virginia Workers' Compensation Commission*  
*Richmond, VA*

How do states ensure the decisional independence of their judges? This panel is made up of heads of agencies representing two models: (1) an administrative agency that includes a specialized court to hear and resolve disputes and (2) a commission that is charged with resolution of disputes and administration of the system. The panel will have an open discussion of the policies or practices in their jurisdictions regarding decisional independence and its effects. They will discuss case law as well as issues that might be "taboo" and how they can be addressed.

**ALTERNATIVE PROGRAMMING:**

**8:30 – 3:15 pm** **Conference on Multi-State  
Workers' Compensation Laws**

Grand Ballrooms 7A & 1-6, Convention Level

Sponsored by the Workers' Compensation Defense Institute, this program will provide insight into the workers' compensation systems of Alabama, California, Florida, Georgia, Indiana, Illinois, Kentucky, Louisiana, Mississippi, New York, North Carolina, Oklahoma, South Carolina, Tennessee, and Texas. Employers, attorneys, claims handlers, and state administrators from these states will discuss the significant developments and distinctions of their respective jurisdictions. See pages 76-77.

# Alliance of Women in Workers' Compensation

The Alliance of Women in Workers' Compensation is hosting a leadership event open to all conference attendees.

**Separate Registration Is Required.**  
Register at: [allianceofwomen.org/events/](http://allianceofwomen.org/events/)

**7:30 – 8:00 am Breakfast and Registration**  
Crystal Ballroom H  
Convention Level

**8:00 – 12:00 pm** Crystal Ballroom H  
Convention Level

**8:00 – 8:30 am Welcome: The Happiness Effect**

**Hosts:**  
Kimberly George, *Alliance Board Member*  
*Global Head of Innovation & Product*  
*Development*  
*Sedgwick*  
*Chicago, IL*

Michele Adams, *Alliance Employer Advisory*  
*Council*  
*Vice President Risk Management*  
*Operations & Casualty Claims*  
*Walmart Claim Services*  
*Bentonville, AR*

The Alliance of Women in Workers' Compensation is proud to bring the WCI conference attendees and our followers an empowering and inspirational leadership workshop, The Happiness Effect.

Long before the pandemic, the Alliance was interested in offering a session on positive psychology allowing us to dig into the research fueling positivity and optimism. And, given the effects of lock downs and social distancing, what a fitting topic for this workshop! How do you take your best self to work each day and in your personal life? Are you communicating effectively and heard by your audience. How does your communication and demeanor impact whether others are drawn to you or steer away? Join us for this engaging session as we bridge the gap between academic research and the real world. You will learn and find inspiration while pushing your personal and professional growth.

**8:30 – 9:30 am Broadcasting Happiness**



**Speaker:**  
Michelle Gielan  
*GoodThink*  
*New York, NY*

Effective, positive communication is the single biggest driver of success at work. New research in the fields of neuroscience and positive psychology is showing the incredible ripple effect positive communication can have on employee engagement, productivity, and happiness.

Michelle Gielan has spent the past decade researching the link between happiness and success. She is the bestselling author of *Broadcasting Happiness: The Science of Igniting and Sustaining Positive Change* and was named one of the Top 10 authors on resilience by the *Harvard Business Review*. Michelle is an Executive Producer of "The Happiness Advantage" on PBS and a featured professor in Oprah's Happiness course. She formerly served as anchor of The CBS Morning News, and her research has received attention from dozens of media outlets including *The Washington Post*, *FORBES*, and *The New York Times*.

**9:30 – 9:45 am Networking Break**

**9:45 – 10:30 am Collaboration Session**

**10:30 – 11:30 am Pitching Your Purpose**



**Speaker:**  
Kendra Davies  
*Stellar Life Coaching*  
*Orlando, FL*

Taking what we learned from *Broadcasting Happiness*, Kendra Davies will walk us through writing our purpose statement. Do you know who you are? What is your elevator pitch? And how will you pitch your purpose with confidence.

Kendra Davies is a Certified Professional Life Coach and Positive Psychology Practitioner with more than 15 years of experience in human resources and training and development for organizations such as AAA, Deloitte, and Lockheed Martin. Kendra's mission is to transform how we live, love, and do business using the powerful science of positive psychology. She has been particularly drawn to the role work plays in human flourishing. Her talk topics, workshops, and retreats aim to support healthier and happier work environments where employees and leaders are empowered to bring their best selves to work, creating highly productive and purpose-driven teams.

**11:30 – 12:00 pm The Happiness Effect:  
A Call to Action**