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. McConnaughhay

WCI Workers' Compensation Institute

Program Chair
Steven A. Rissman

Table of Contents

Conference Registration Form 3
Speaker Listing 4-5

Saturday, December 11, 2021

Give Kids The World Volunteer Events/Gala 6

Sunday, December 12, 2021

Kids' Chance Golf Tournament - Late Registration 7
Kids' Chance Golf Tournament 7
Registration and Exhibit Hall Setup 7
E. Earle Zehmer National Moot Court Competition (Notice of Changed Dates) 7
Professional Mediation Conference (Day 1) 8-12
College of Workers' Compensation Lawyers Member Induction Dinner 12

Monday, December 13, 2021

WCI® Prayer Breakfast 13
Registration and Exhibit Hall Open 13
General Sessions 13-14
Leading Diversity, Equality and Inclusion (DEI) Excellence: Why Workers' Compensation and Why Now? 15
Appellate Oral Arguments 16
Breakouts For:
- Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Two Years of Impact on Workers' Compensation (Day 1) 17-18
- Risk Managers (Day 1) 19
- Medical (Day 1) - Orthopaedic 20-21
- National Trends (Day 1) 22-23
- National Review (Day 1) 24-25
- Regulators Roundtable 26-27
- Regulators College (Day 1) 28-30
- Physical Therapy 31
- Judiciary College (Day 1) 32-35
- Professional Mediation Conference (Day 2) 36
- Workplace Safety (Day 1) 37-40
  - Breakout 1 - General Industry Outreach Training (Day 1) 37
  - Breakout 2 - NIOSH Regional Seminar 38-39
  - Breakout 3 - Advanced Safety Program 39-40

Reception and Entertainment 40

Tuesday, December 14, 2021

Registration and Exhibit Hall Open 41
FSU School of Law Alumni Breakfast 41
FSU School of Law Juris Masters Information Session 41
Breakouts For:
- Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Understanding COVID and its Effect on the Workers' Compensation System (Day 2) 41-42
- Live Surgery 43
- Adjusters, Program One 43-45
- Case Law Update 45
- Adjusters, Program Two 46-48
- Attorneys 49-50
- Medical (Day 2) -
  - Chiropractic 51
  - Pain Medicine 51
  - Occupational Medicine 52
- Risk Managers (Day 2) 53-54
- National Trends (Day 2) 55-56
- National Review (Day 2) 57-59
- Professional Employer Organizations (PEO) 60-61
- Temporary Staffing 62-63
- First Responder Heart and Hypertension, and Occupational Disease Claims 64
- Regulators College (Day 2) 65-66
- Judiciary College (Day 2) 67-68
- Return-To-Work 69-70
- Longshore and Harbor Workers' Act, Jones Act & Defense Base Act (Day 1) 71
- Medicare Secondary Payer Compliance (Day 1) 72-73
- Workplace Safety (Day 2) 74-75
  - Breakout 4 - General Industry Outreach Training (Day 2) 74
  - Breakout 5 - Advanced Safety Program 75

Wednesday, December 15, 2021

Registration 76
Breakouts For:
- Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Cyber Security: Why for Workers' Compensation and Why Now? (Day 3) 76-77
- Medical Issues 78
- Florida Division of Workers' Compensation 79
- Longshore and Harbor Workers' Act, Jones Act & Defense Base Act (Day 2) 80
- Multi-State Workers' Compensation Laws 81-82
- Medicare Secondary Payer Compliance (Day 2) 83
- Judiciary College (Day 3) 84
- Alliance of Women in Workers' Compensation 85

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?

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

Please Select Registration Options:

Totals:

❑ **Conference** I have enclosed a check; or authorize WCI to charge my credit card $380 for pre-registration before November 12, 2021 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. $_____

❑ **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
- ❑ Diversity, Equality and Inclusion Breakout Session

❑ **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. $_____

❑ **Give Kids The World Gala** I have enclosed a check payable to WCI; or authorize WCI to charge my credit card: $_____

❑ Ticket @ $75 each ❑ Child Ticket (12 and under) @ $25 each

(Refer to www.wci360.com for sponsorship opportunities.)

Kids' Chance Golf Tournament To register for the golf tournament please visit www.wci360.com/golf.

Grand Total Due $_____

Please Select Payment Type:

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

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Mail this form to:

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or 2846 Remington Green Circle, Ste. A, Tallahassee, FL 32308
Phone 850.425.8156 Fax 850.521.0222
Or Email To: shirley@wci360.com
(Federal Tax I.D. No.: 59-2846608)
Register online at www.wci360.com

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.

Speakers

A

Abernathy, Lisa, 62
Abrego, Robert, 79
Acton, Tara, 53
Adams, Eric, 77
Adams, Michele, 14, 19, 85
Albertini, Velmarie L., 15
Alberts, Tim, 42, 82
Alcorn, Bob, 63
Aldridge, Beth H., 27, 28, 30, 35, 66
Alexander, Kristina L., 71
Alexandre, Michéle, 15
Almanza, Hon. Paul, 71, 80
Alvey, Hon. Michael W., 67
Amee, Nancy, 44
Anders, Daniel M., 72, 73
Anderson, David, 55
Anderson, James M., 24, 57, 82
Anderson, Larry, 37, 74
Andreini, Carmen, 62
Aponte-Davila, Malenis, 48
Attias, Miguel D., 51
Augustine, Phillip, 50
Aumann, Hon. R. Karl, 26, 28, 30, 35, 65, 66

B

Baker, Christopher, 21
Baker, Daniel M., 82
Baker, Mike, 26, 29, 34
Bamdas, Robert L., 80
Barkhurst, Matthew, 54
Barringer, John W., 82
Bartholomew, Dalene, 57
Bartlett, Teresa, 18
Beach, David K., 45
Becker, Brigette B., 22
Beck, Hon. Scott, 27, 30, 35, 66
Beidel, Deborah C., 32, 64
Belcher, Hon. Melodie L., 8, 26, 29, 34
Ben-Maier, Limor, 71
Berkowitz, Jay, 11
Bernard, Thomas E., 37, 38
Berry, Dale, 55
Beyl, Caitlin, 82
Bichler, Geoffrey, 45, 49, 64
Bishop, Hon. Shannon Bruno, 68, 84
Blevins, Hon. Deborah, 8
Blitman, Bruce, 9
Bonati, Alfred, 48
Borah, Andrew, 70
Braden, Suzy, 47
Bradshaw, Liz, 10
Braun, Paul, 17
Brechtel, Skip, 60, 62
Breslow, Jeff, 12
Bridges, Sonia, 69
Brigham, Christopher R., 13, 24
Brooks, John, 36
Broussard, Michael, 64
Brown, Douglas W., 81
Buck, Laura A., 44
Bullock, James, 70
Bunte, Michael, 44, 78
Burley, Barrett, 82

C

Calianos, Hon. Jonathan C., 71, 80
Campbell, Harry, 61
Carmody, Taysha, 12
Carothers, David, 61
Carter, Michelle, 79
Casillas, Hon. Yuannie Arroyo, 33
Cedeno, Regina C., 36
Champagne, Chandra, 47
Chavez, Kristen, 59
Che, Hon. Meng Li, 68, 84
Christie, Stephen D., 81
Cipa, Jackie, 72
Cirillo, Julie, 61
Clark, Doug, 14
Clark, Scott B., 40
Cobbe, Fraser, 20
Cobb, Regan A., 82
Cogdell, Brenda, 15
Cole, Norman, 80
Collins, Charles, 26, 29, 34
Colt, Travis, 82
Colwell, Patti, 18
Conatser, Maggie, 48
Conner, Bryan, 54
Conner, Hon. Timothy W., 33
Cooke, Tish, 60
Cook, Michael, 44
Coonrod, R. Stephen, 48
Corces, Arturo, 20
Corder, Jeff, 63
Covington, Matthew B., 82
Craddock, Hon. Allen T., 41
Craig, Whitney, 19
Cross, Kristian M., 23
Cullen, Karen J., 64
Culpepper, Daniel P., 82
Culver, Caty, 59
Cumbermack, K. Martine, 81
Curtis, Becky, 57, 58

D

Daly, Debra, 60
Daniels, Daphyne, 44
Daniels, Tracy, 22
Davidson, Marshall L., III, 67
Davies, Kendra, 85
Davis, Gary, 26, 29, 34
Davis, Sharon, 63
Dayi, Maria, 47
Deane, Shawn, 73
De Bruzos, Carlos A., 78
de la Garza, Miguel, 51
deLaurentis, Sarah, 10
Deming, David J., 82
Deneau, Craig, 62
Dennis, Christopher E., 60
Despres, Michelle, 31, 56
Dickerson, Victoria, 71
Dietz, Hon. Robert L., 9
Dillard, Barry A., 19
Dillard, Whitnee, 15
Dixon, Robert D., 31
Dodd, Dan A., 51
Douglas, Heather Hardt, 82
Dudley, Kristine, 72
Duhon, David A., 80

E

Eatman, Paula, 36
Edwards, Emily C., 42, 81
Ehrhardt, Charles W., 32
Ehsan, Debbie, 57
Elejabarrieta, Raquel, 69
El-Sheikh, Eman, 76
Emerson, Susan, 55
Erb, Jeff, 61
Evans, Denise, 62, 63

F

Farmer, Kevin, 14, 20
Feinstein, Lawrence J., 23
Figliuolo, Steve, 23, 54
Figueroa, Lisa M., 52
Finkelstein, Abram, 61
Fitzgerald, Patrick, 78
Folmar, Hayley L., 82
Forry, Steve, 72
Fraley, Nathan, 54
Frechette, Ron, 77
Freedman, Kelly, 39
Frey, Billy J., 71
Fumagalli, Rasa, 72

G

Gainey, Nicole, 69
Gallik, Ryan, 64
Gandy, David, 58
Garrett, Guy, 76
Garrett, Steve, 26, 29, 34
Gee, Brian, 29
George, Kimberly, 14, 85
Giaramita, Joe, 8
Gielan, Michelle, 85
Gilbert, Greg, 65
Gillock, Marissa, 47
Girard, J. Alan, 71
Glasson, Tom, 28
Glick, Thomas E., 9, 11
Golden, Marc E., 45
Gombosh, Michael, 20
Gonzalez, Rafael, 15, 36, 57
Gorman, Laura, 55
Gorowitz, Suzanne, 49
Gray, Cheryl, 39
Greenberg, Andrew E., 84
Grimm, Darin, 48
Guibert, Yvonne, 15, 58
Gurich, Hon. Noma D., 24

H

Haley, Honorable LuAnn, 26, 29, 34
Halperin, Larry, 21
Hamblin, B. Dale, Jr., 26, 30, 35
Hamilton, Hon. Linda, 32
Hankin, Joe, 9, 11
Harding, James, 69
Harding, Walter E., 82
Harman, Patricia L., 14, 19
Harris, Chad E., 81
Harris, Lindsey, 17
Harter, Christine, 11
Hartley, Robert, 39
Hemphill, Allen D., 80
Henriksen, Chad, 51
Henry, Hon. Mark, 33
Hill, Hon. Charles M., III, 49
Hires, Eric V., 10
Hogan, Hon. Geraldine, 11
Holley, Hon. Ray, 14
Holloman, Tanner, 26, 29, 34
Holt, Paulisha, 38
Holzer, Michael, 52
Horan, Kristin, 38
Hough, Charles, 29
Howard, Cindy, 60
Hoyle, David A., 31
Hudgens, Abbie, 17, 84
Hurwitz, Marc, 10

I

Iglesias, Marcos, 31
Imahara, Hon. David, 9, 41
Indek, Morgan A., 21
Ingram, Joshua, 62
Inhofe, Hon. Tara, 27, 30, 35

J

Jacobs, Gina, 15
Jacobs, Gwen G., 42
Jacobs, Hon. Jeffrey I., 49
Jacobs, Jill, 32
Jaffe, Daniel T., 19, 53
James, Hon. Melody, 32
Jassal, Navdeep, 51
Javier, Roger A., 62, 63
Jenkins, Greg, 79
Jenkins, Joanne, 48
Jenkins, John W., Jr., 72
Jennings, Jake, 75
Jex, Steve M., 38
Johnian, Jeannette, 59
Johnsen, Hon. Gregory, 9
Johnson, Hon. Pamela Beason, 33, 41
Johnson, Scott, 42, 61
Jonak, Marguerite L., 42, 82
Jones, Jennifer Morris, 59, 82
Juliachs, William A., 49
Justin, Beatriz E., 47

K

Kagan, H. George, 24, 57, 58
Kallen, Mollie, 69, 70
Kapiotis, Nick, 61
Karsen, Brian C., 80
Kauffman, Paul, 56
Keele, Leah P., 82
Keene, Jill, 44
Kellar, Hon. Sheral, 26, 30, 35, 84

Speakers

Kellerman, Mylene, 37, 74
Kensy, Ann, 42
Kinney, Kyle K., 81
Kirby, Angela K., 80
Kofeldt, Miranda, 78
Koonce, K. Max, 14, 53, 54
Korch, David, 25
Kreiter, Michael, 61
Kus, Kirsten L. Kaiser, 82

L

Lacroix, Michael, 56
Lamy, Laure, 19
Langham, Hon. David, 14, 26, 29, 32, 35, 76
Last, Pamela, 23
Latham, Wade, 61
Leeb, Amoz, 48
Lemke, Timothy C., 81
Lenkov, Rich, 82
Leonard, Benjamin A., 55
Leporati, Dan, 62
Letourneau, Alana, 22
Levine, Nat, 78
Lincoln, Darcy, 55
Lindahl, William E., 25
Littlejohn, Will, 82
Livingston, Debra, 70
Longo, Paolo, 49
Lopez, C. Gary, 75
Lott, Hon. Deneise Turner, 27, 30, 35
Loud, Jodi, 25
Lovan, Dwight, 66
Lowrey, Lane, 80
Luna, Carlos, 15

M

MacAllister, Brian, 72
Madson, Torben, 60
Malca, Ramon, 24
Marion, John B., IV, 10
Marshall, Hon. Wesley G., 65, 67
Martin, Charles, 53
McBride, Lauren, 19
McConnaughhay, James N., 13, 14
McConnell, Kristy L., 62
McCue, Christopher G., 81
McGill, Evelyn, 68
McGuire, Amie, 56
McKay, Hon. Frank R., 41, 67, 84
McKenna, Gregg, 58
McKeon, Brendan, 80
McLaughlin, Theresa, 70
McMahan, Mark, 51
McNulty, Kathy, 56
Mecham, Jim, 31
Medina-Shore, Hon. Sylvia, 41
Mendez, Celia, 11
Metz, Hon. Howard, 33
Michael, Lance, 22
Miller, Charlene, 79
Miller, Melissa, 62
Minor, Caroline, 8
Mitchell, Sabrina Taylor, 15
Moats, Merri, 55
Moore, Adolen, 13
Moore, Hon. Bruce E., 33, 34
Moore, Hon. Terry A., 24
Morales, Ricardo, 49
Moreland, Carey, 11
Morris, Rob, 60
Muselman, Claire, 22, 58
Myers, Hon. Don A., Jr., 68

N

Nagel, Bill, 63
Napolitano, Jeffrey C., 82
Nelson, Susan, 70
Nepomuceno, Erwin A., 81
Newman, Hon. Ferrell, 33
Newman, Hon. Jacquelyn Lewis, 34, 49
North, Dave, 17, 18

O

O'Connor, Erin O'Hara, 15
O'Connor, Sean, 49
O'Halloran, Robert, 47
Oliver, T. Adam, 48
Olson, Noreen, 54
Olszewski, Kim, 39, 75
Oltmanns, Julia, 13, 15
O'Neil, Brittany, 79

P

Pacheco, David, 71
Padgett, David, 82
Park, Roy J., 62, 63
Pastore, Laura, 64
Patrick, Knowrasa, 68, 84
Payne, Gayl, 47
Penello, Daniel, 20
Perloff, David, 64
Persad, Tee, 9
Peters, Steven, 27, 30, 35
Pew, Mark, 51
Picard, Sam, 22
Pipkin, William E., Jr., 13, 24, 57, 59
Pirtle, Patchez, 55
Pittman, Keith E., 82
Popolizio, Mark, 36
Portuallo, Thomas G., 63
Potter, Robert "Bobby", 53
Pugh, Theresa, 79
Putfark, Matthew M., 82

R

Raftery, William, 68
Rapaport, Robert, 27, 30, 35
Reale, Jack, 29
Reisner, Sarah, 82
Repp, Cori, 42, 52
Rhoades, David, 82
Rial, Claudia, 55
Richardson, Derrick, 79
Rios, Stephen, 78
Rissman, Steven A., 13, 14
Riviere, Dorothy, 56
Rockwell, Ashley Breeze, 38
Rodriguez, Rick, 51
Rogner, William H., 49
Romero, Joel, 71, 80
Rosenau, Lisa, 51
Ross, Adam, 12, 36
Rowe, Jesse, 50
Royo, Rosa, 15, 69
Ruli, Thomas M., 82
Ruser, John W., 17
Ryan, Thomas F., 18
Ryder, Michael, 81

S

Sabolic, Andrew, 26, 29, 35, 79
Sagrillo, Robert L., 83
Sakata, Brittany, 63
Salm, Marc, 53
Sanderson, Heather Schwartz, 73
Sands, Kristy, 58
Schlegel, Pam, 36
Schulte, Susan, 28
Schulz, Nancy, 56, 73
Schwartzberg, Randy S., 43, 46, 65, 67
Scremin-Pace, Silvia, 48
Sellers, Heidi, 60
Shapiro, Yana N., 62, 63
Sharkevich, Mike, 75
Shaw, Robin Caral, 8, 10, 11, 36
Shemanski, Susan, 14
Shore, Benjamin, 9
Shore, Rosanne, 9
Shymanski, Jennifer M., 83
Siebert, Caryn, 15, 59
Silva, Cathy, 39
Silver, Scott H., 44, 48
Simmons, Jerri, 82
Smith, James D., 40, 75
Smith, Kristin N., 47
Souers, Blake, 60
Spector, Paul E., 38
Spence, Margaret, 15
Spencer, Joan M., 37, 74
Staley, John A., 39
Stein, Allison, 26, 29, 34
Stephenson, Hon. Carol J., 49
Sterling, Patrick, 19
Stern, E. Louis, 42, 45
Stills, David, 53
Stine, Hon. Thomas E., 27, 30, 35
Stokes, Robert D., 42, 82
Stupski, Tod, 58
Sung, Dan, 26, 29, 34
Suskin, Stuart F., 8, 12, 36, 49
Swanson, Mike, 61
Swedlow, Alex, 17
Swicegood, Julie, 54
Swisher, Bob, 65
Switzer, Hon. Kenneth M., 27, 30, 35
Szablewicz, Hon. James, 84

T

Telkamp, William, 64
Thaler, Scott, 71
Thomas, Joanne, 57
Thompson, Renee, 11
Thompson, Richard, 36
Thornton, James R., 75
Tiverman, Hon. Nicole, 33, 34
Tipton, Steve, 82
Tolbert, Desiree, 59
Tomasek, Andrea, 75
Tomberlin, Nekitta, 70
Topper, Maxine, 69
Torres, Natalie, 58
Torrey, Hon. David B., 84
Trask, Dane, 21
Traverso, Dawn R., 49
True, Tracie, 80
Tucker, James H., Jr., 82
Turner, Jacqui, 22
Tyson, Keith, 64

V

Vendette, Linda, 14
Vincenz, Joan, 53
Vinson, Hon. Ben, 26, 30, 35
Vitale, Fred, 62
Vittoria, David, 22

W

Wade, Lisa A., 81
Wagner, Lisa, 47
Walker, Hon. Jonathan, 49
Walker, Robert, 26, 30, 35
Walls, Mark, 14
Ward, Joey, 53
Warrell, Christopher S., 43, 46, 65, 67
Warrick, Brian L., 42
Watkins, Deborah, 59
Welcomer, Sarah, 44
Wells, Mary, 56
Westman, Scott, 17, 54
Wieland, Glen D., 49
Williams, Hanna J., 82
Williams, Mark, 56
Williams, Ya'Sheaka C., 15, 69
Wilson, Nikki, 56
Wilson, Robert, 14
Winer, Michael J., 49
Wing, Jason, 22
Winter, Jeffrey M., 80
Wright, Michael, 62
Wright, Shani, 15

Z

Zachry, William, 57, 58
Zaydon, Thomas J., Jr., 78
Zientz, Mark L., 45

Saturday, December 11

Give Kids The World

Give Kids the World Service Day

We are excited to partner with the Give Kids The World Village again this year in a new and exciting way!

Last Year's Efforts - 2020:

Last year, even though in the midst 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 approximately 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 its workers, volunteers and most importantly the kids and their families.

Since 2016, as a kick-off for the conference, WCI has coordinated a volunteer service day – where hundreds of volunteers have converged on GKTW to assist with various service projects including maintenance, gardening, painting, cleaning and more. This year's conference, scheduled to be held at the Orlando World Center Marriott, will feature a virtual volunteer opportunity along with a limited in-person volunteer project at the conference site on Saturday, December 11, 2021.

WCI encourages the workers' compensation industry to register and sign up early via the website at www.wci360.com/give-back. Projects will be cutting and assembling paper projects for the kids. Once specific projects are finalized, all registered volunteers will be notified.

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 events.

Pre-registration is required and can be accomplished by referring to the WCI website at www.wci360.com/give-back.

Night of a Million Lights

What is "Night of a Million Lights"? The 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://www.wci360.com/give-back/

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!

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

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 Hoppening Place to begin 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, although special transportation from the Conference hotel may be available if needed.
- Parking will be available at the village to all WCI attendee's personal vehicles.

GKTW Night of a Million Lights Gala attendees will enjoy an exclusive area at the village to gather, bring family members, mingle with industry peers, and enjoy strolling through the village for an exclusive Night of A Million Lights experience. The evening will include drinks and hors d'oeuvres, GKTW rides, exclusive photo opportunities, special GKTW encounters, our annual silent auction, and more!

To register for this event, please refer to www.wci360.com/give-back. Individual tickets are $75 each and child tickets (12 and under) are $25. Tickets can be purchased by referring to the form on page 14 or by referencing the website.

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.

WCI would like to thank the following Sponsors for their support of the gala:

~Nutcracker~
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~Mouse King~
Dr. James and Mrs. Diana McCluskey
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WorkersCompensation.com, LLC

~Gum Drop~
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~Snowflake~
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Quinlan Medical Management
Wright Rehab

Please see www.wci360.com/give-back for the complete list of Gala Sponsors.

Sunday, December 12

2021 Official Wi-Fi Sponsor
CORA Physical Therapy

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 – 8:30 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)

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

8:30 – 2:00 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

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, this year the preliminary rounds will be held virtually. The finals will be held at the Florida First District Court of Appeals courtroom 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 36.)

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 Course #100

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

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 Course #101

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 Course #102

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 Course #103

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*
The Center for Professional Legal Services
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

11:10 – 12:00 pm Course #104

Breakout Session 3
Keynote: Highlights and Insights Into Investigative Services

Grand Ballroom 8A
Convention Level

Speaker:
Marc Hurwitz
President
Crossroads Investigations
Miami, FL

Marc Hurwitz, is a Florida Board Certified Investigator, a National Board Accredited Investigator, a Certified International Investigator, and a member of the Association of Private Investigators. He will be sharing highlights and insights into the world of topics the company investigates, ranging from asset searches to bug sweeps, and from jury consulting to surveillance.

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

1:00 – 2:00 pm Course #105

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. These "lessons learned" have application to efforts at mediation in the workers' compensation arena.

1:00 – 2:00 pm Course #106

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:
Robin Caral Shaw, *Attorney and Mediator*
Law Office of Robin Caral Shaw, PA
Boca Raton, 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 Course #107

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. These "lessons learned" have application to efforts at mediation in the workers' compensation arena.

Professional Mediation Conference (Day 1) (Continued)

Grand Ballrooms 8A & 8B, Convention Level

2:00 – 3:00 pm Course #108

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, especially in mediation proceedings?

3:00 – 4:00 pm Course #109

Breakout Session 6A
Confidentiality and Caucus: Intersections, Separate Roads, and Collisions

Grand Ballroom 8A
Convention Level

Speakers:
Robin Caral Shaw, *Attorney and Mediator*
Law Office of Robin Caral 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 these issues.

3:00 – 4:00 pm Course #110

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

Jay Berkowitz, *Founder & Partner*
Ten Golden Rules
Boca Raton, 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 Course #111

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 Course #112

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*
McConnaughhay, 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 – 8:30 am **WCI® Prayer Breakfast**
Course #198
Crystal Ballroom H, Convention Level
Separate registration required. See page 3.

Leader:
William Pipkin, *Attorney*
Austill, Lewis, Pipkin & Maddox
Mobile, AL

Prayer by:
Ron Simmons
Pastor
Designers Way Christian Church
Tampa, FL

Choir:
Designers Way Christian Church
Tampa, FL

Introduction of Speakers and Overview of Program:
James N. McConnaughhay, *Attorney*
McConnaughhay, Coonrod, Pope, Weaver & Stern, PA
WCI General Chair
Tallahassee, FL

Presenters:
Julia Oltmanns
Assistant VP and Assistant General Counsel
Zurich NA
Schaumburg, IL

Adolen Moore
Underwriting Support Manager
Zurich NA
Houston, TX

Closing:
William Pipkin, *Attorney*
Austill, Lewis, Pipkin & Maddox
Mobile, AL

Christopher Brigham, MD
Sr. Contributing Editor for the AMA Guides to the Evaluation of Permanent Impairments
Hilton Head, SC

In keeping with the overall theme of this year's conference of putting 2020 and 2021 "in the rear view mirror," the Prayer Breakfast will focus on social issues that historically have been present in our country for centuries but seemingly during the past two years have re-emerged (sometimes tragically) as a continuing problem – Diversity, Equality, and Inclusion. Unknown to many, the insurance industry has taken a leading role in dealing with these issues. One such effort has been developed by Zurich Insurance NA, primarily relying on the spiritual path for providing faith-based answers to these concerns. Two of the organizers and continued supporters of the "Zurich approach" will be presenting on how faith is an aspect of any discussion on Diversity, Equality and Inclusion and the role that individuals and organizations can take in support of meaningful discussions that create actual results. What are the "best practices" for creating and sustaining such efforts incorporating faith-based principles and scripture. This session is a precursor to the two-hour session that follows: "Leading Diversity, Equality and Inclusion (DEI) Excellence: Why Workers' Compensation and Why Now?"

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. McConnaughhay, *Attorney*
McConnaughhay, 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
Tampa, FL

Opening General Session (Continued)
Palms Ballroom - Canary, Convention Level

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. McConnaughhay, *Attorney*
McConnaughhay, 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 Property & Casualty Workers' Compensation Risk Management Award for Excellence**

Sponsored by Safety National and Sedgwick

Patricia L. Harman
Editor in Chief
PC360 Group
ALM Media, LLC
Timonium, MD

For the past approximately 20 years, The National Underwriter Property & Casualty Workers' Compensation Risk Management Award for Excellence 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 the level of expertise that the Educational Conference strives to instill in conference attendees.

10:00 – 11:30 am **Industry Keynote**

Sponsored by:

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 intimating 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!

Leading Diversity, Equality and Inclusion (DEI) Excellence
Why Workers' Compensation and Why Now?

9:00 – 11:00 am Crystal Ballroom J1
Course #199 Convention Level

This program focuses on concrete steps that any organization can take, regardless of size, to build a sustainable diversity, equality and inclusion culture. How to successfully facilitate diversity initiatives and activities that have a measurable impact on your company's growth and employee performance will be the focus of these sessions. Building a DEI program that significantly affects performance is not complicated; however, many initiatives fail to influence change – you will learn from your peers what works and what doesn't. The past year has shown us why we must move toward DEI beyond lofty policies and mission statements to sustainable actions. So how do you build and sustain a culture of inclusion while adding diverse talent to your teams? What lessons should we learn after building proactive DEI programs? What partnerships should we create to foster inclusion and belonging? These questions and many more will be the subject of these roundtable formatted discussions.

9:00 – 10:00 am The Critical Components of a Sustainable Diversity Inclusion and Women's Leadership Development Program

The purpose of this session is to teach attendees how to build sustainability into every diversity and inclusion initiative to meet the changing cultural landscape. Empowering organizations to add DEI to the workers' compensation landscape while offering mentorship and development opportunities for diverse talent will be the focus of these discussions. We will connect public/private/educational institutions to helping the workers' compensation industry develop new talent and be able to evaluate long term sustainability of workers' compensation as we have an aging experienced work force and what it will take to build a pipeline of diverse future leaders.

10:00 – 11:00 am Talent Management Within the Workers' Compensation Industry – How Do We Sustain Diversity and Inclusion While Building an Effective Talent Management Pipeline?

This session deals with talent management within the workers' compensation industry and how to sustain diversity and inclusion while building an effective talent management pipeline. How do you move inclusion beyond lofty policies and mission statements to sustainable actions that include recruiting, retaining, development, and advancing diverse talent into leadership? Learn how to create partnerships with educational institutions to build practical talent pipelines and internships that provide next-gen diverse talent with career opportunities. These questions and many more will be the subject of this presentation.

Committee Chairs:
Margaret Spence, CWC, PCC
CEO, C. Douglas & Associates, Inc
Founder, The Inclusion Learning Lab
West Palm Beach, FL

Yvonne Guibert
WorkCompCentral
CEO, Guibert Services, LLC
Tampa, FL

Moderators:
Rafael Gonzalez, *Attorney*
Partner, Cattie & Gonzalez, PLLC
Lithia, FL

Ya'Sheaka C. Williams, *Attorney*
Partner, Eraclides & Gelman
Tampa, FL

Plenary and Roundtable Speakers Representing:

Educators:
Erin O'Hara O'Connor, JD
Dean and McKenzie Professor
Florida State University College of Law
Tallahassee, FL

Michéle Alexandre, JD
Dean and Professor of Law
Stetson University College
St. Petersburg, FL

Velmarie L. Albertini, PhD
Dean of Curriculum
Palm Beach State College
West Palm Beach, FL

Carrier/TPA:
Julia Oltmanns
Asst. Vice President & Asst. General Counsel,
Zurich North America, Corporate Law
Dubuque, IA

Sabrina Taylor Mitchell, CWC, CWCL
Asst. Vice President of Claims, Southeast Region
PMA Companies
Tampa, FL

Caryn Siebert, JD
Vice President of Carrier Practice
Gallagher Bassett
Orange County, CA

Shani Wright
Assistant Branch Manager
Gallagher Bassett
Daytona Beach, FL

Risk Managers:
Brenda Cogdell
Director, Risk, and Safety Division
Hillsborough County
Tampa, FL

Rosa Royo
Director of Workers' Compensation & Loss Prevention
Miami-Dade County Public Schools
Miami, FL

Legal, Association, and Vendor Partners:
Gina Jacobs, *Attorney, Partner*
Cole, Scott, & Kissane
Orlando, FL

Whitnee Dillard
Director, Diversity and Inclusion
Independent Insurance Agents and Brokers of America (Big-I)
Washington, DC

Carlos Luna
Vice President of Marketing and Development
RISICO and Hispanic Insurance & Risk Management Association
Denver, CO

Appellate Oral Arguments

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

Course #200 **Oral argument before the Florida 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.

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 41. Day 3 of this program is on Wednesday, December 15, 2021 beginning at 8:00 am in Crystal Ballroom J1. See page 76.)

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 Course #300

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 Course #301

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

Course #302

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 adaptions 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 53.)

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

1:00 – 2:00 pm Course #400 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 Course #401 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 Course #402 National Underwriter Property & Casualty Workers' Compensation Risk Management Award for Excellence Winners – Risk Managers – Workers' Compensation

Moderator:
Patricia L. Harman
Editor in Chief
PC360 Group
ALM Media, LLC
Timonium, MD

The top three award winners of the National Underwriter Property & Casualty Workers' Compensation Risk Management Award for Excellence 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 51.)

Orthopaedic Breakout

Presented by the Florida Orthopaedic Society

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

1:00 – 2:00 pm Course #500

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 Course #501

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
Course #502

Reducing Pain and Opioid Use in the Orthopaedic Patient

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 55.)

1:00 – 2:00 pm
Course #600

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
Course #601

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
Course #602

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 or other catastrophic event.

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 57.)

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 Course #700 **"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 Course #701 **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
Okalahoma 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. 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
Course #702

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.

Tenth Annual National Regulators Roundtable

Presented by the Southern Association of Workers' Compensation Administrators (SAWCA)

2:00 – 4:30 pm Crystal Ballroom G1
Course #800 Convention Level

The National Regulators Roundtable brings together regulators from throughout the country to discuss challenges, concerns, and issues facing individual jurisdictions in the oversight of the ever-changing workers' compensation industry. Problems faced by one jurisdiction may have already been successfully addressed by another. A developing issue or concern in one state may be an omen for future developments in another and certainly, legislative issues know no boundaries. The National Regulators Roundtable is a forum where regulators share lessons learned and seek timely answers.

Welcome:
Gary Davis
Executive Director
SAWCA
Lexington, KY

Moderator:
Honorable Melodie L. Belcher
SAWCA Past President
Administrative Law Judge
Georgia State Board of Workers' Compensation
Columbus, GA

Panel Participants:
Steve Garrett
Alabama Department of Labor
Workers' Compensation Division
Montgomery, AL

Charles Collins
Director
Alaska Workers' Compensation
Juneau, AK

LuAnn Haley
Judge
Industrial Commission
Tucson, AZ

Mike Baker (tentative)
Self-Insurance Director
Arkansas Workers' Compensation Commission
Little Rock, AR

Dan Sung
Manager of Medical Policy
Colorado Division of Workers' Compensation
Denver, CO

Allison Stein
Administrator
Delaware Department of Labor
Division of Industrial Affairs/Office of Workers' Compensation
Wilmington, DE

Tanner Holloman
Director
Florida Division of Workers' Compensation
Tallahassee, FL

Andrew Sabolic
Assistant Director
Florida Division of Workers' Compensation
Tallahassee, FL

David Langham
Deputy Chief Judge
Office of the Judges of Compensation Claims
Pensacola, FL

Ben Vinson
Chairman and Chief Appellate Judge
Georgia State Board of Workers' Compensation
Atlanta, GA

Robert Walker
Interim Commissioner
Kentucky Department of Workers' Claims
Frankfort, KY

B. Dale Hamblin, Jr.
Assistant General Counsel
Workers' Claims Legal Division
Kentucky Labor Cabinet
Frankfort, KY

Sheral C. Kellar
Assistant Secretary
Office of Workers' Compensation Administration
Louisiana Workforce Commission
Baton Rouge, LA

R. Karl Aumann
Chair
Maryland Workers' Compensation Commission
Baltimore, MD

Tenth Annual National Regulators Roundtable (Continued)
Crystal Ballroom G1, Convention Level

Deneise Lott
Sr. Administrative Law Judge
Mississippi Workers' Compensation Commission
Jackson, MS

Beth H. Aldridge
Commissioner
Mississippi Workers' Compensation Commission
Jackson, MS

Thomas E. Stine
Judge
Nebraska Workers' Compensation Court
Lincoln, NE

Tara Inhofe
Judge
Oklahoma Workers' Compensation Commission
Oklahoma City, OK

T. Scott Beck
Chair
South Carolina Workers' Compensation Commission
Columbia, SC

Kenneth M. Switzer
Chief Judge
Tennessee Bureau of Workers' Compensation
Nashville, TN

Robert Rapaport
Chair
Virginia Workers' Compensation Commission
Richmond, VA

Steven Peters
Division Administrator
Worker's Compensation Division
Wisconsin Department of Workforce Development
Madison, WI

*** The 10th Annual National Regulators Roundtable is open to all WCI® Conference attendees.**

Individual appointments with certain regulators can be made at the conference to answer questions related to specific jurisdictions. Refer to the WCI® website www.wci360.com and click on Conference, then Ask

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.
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 65.)

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 **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 contractors, 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 – 1:50 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 Course #800 **10th Annual National Regulators Roundtable**

Crystal Ballroom G1
Convention Level

Welcome:
Gary Davis
Executive Director
SAWCA
Lexington, KY

Moderator:
Honorable Melodie L. Belcher
SAWCA Past President
Administrative Law Judge
Georgia State Board of Workers' Compensation
Columbus, GA

Panel Participants:
Steve Garrett
Alabama Department of Labor
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Juneau, AK

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Mike Baker (tentative)
Self-Insurance Director
Arkansas Workers' Compensation Commission
Little Rock, AR

Dan Sung
Manager of Medical Policy
Colorado Division of Workers' Compensation
Denver, CO

Allison Stein
Administrator
Delaware Department of Labor
Division of Industrial Affairs/Office of Workers' Compensation
Wilmington, DE

Tanner Holloman
Director
Florida Division of Workers' Compensation
Tallahassee, FL

Andrew Sabolic
Assistant Director
Florida Division of Workers' Compensation
Tallahassee, FL

David Langham
Deputy Chief Judge
Office of the Judges of Compensation Claims
Pensacola, FL

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

Crystal Ballroom G1, Convention Level

Ben Vinson
Chairman and Chief Appellate Judge
Georgia State Board of Workers' Compensation
Atlanta, GA

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Frankfort, KY

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Assistant General Counsel
Workers' Claims Legal Division
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Mississippi Workers' Compensation Commission
Jackson, MS

Beth H. Aldridge
Commissioner
Mississippi Workers' Compensation Commission
Jackson, MS

Thomas E. Stine
Judge
Nebraska Workers' Compensation Court
Lincoln, NE

Tara Inhofe
Judge
Oklahoma Workers' Compensation Commission
Oklahoma City, OK

T. Scott Beck
Chair
South Carolina Workers' Compensation Commission
Columbia, SC

Kenneth M. Switzer
Chief Judge
Tennessee Bureau of Workers' Compensation
Nashville, TN

Robert Rapaport
Chair
Virginia Workers' Compensation Commission
Richmond, VA

Steven Peters
Division Administrator
Worker's Compensation Division
Wisconsin Department of Workforce Development
Madison, WI

*** The 10th Annual National Regulators Roundtable is open to all WCI® Conference attendees.**

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 Course #900

Busting the Myth that Pain Treatment Equals Drugs

Panel:
Michelle Despres, PT, CEAS II, REAS, CETS
Vice President, Physical Therapy, National Clinical Leader
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 Course #901

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 Course #902

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

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.

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 67. 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 84.)

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 Linda Hamilton
Workers' Compensation Board of Indiana
Fort Wayne, IN

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

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 Tifverman
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 **The Noble Quest: Writing The Workers' Compensation Opinion - From Draftsmanship To Craftsmanship**

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.

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
Course #800 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.

Welcome:
Gary Davis
Executive Director
SAWCA
Lexington, KY

Moderator:
Honorable Melodie L. Belcher
SAWCA Past President
Administrative Law Judge
Georgia State Board of Workers' Compensation
Columbus, GA

Panel Participants:
Steve Garrett
Alabama Department of Labor
Workers' Compensation Division
Montgomery, AL

Charles Collins
Director
Alaska Workers' Compensation
Juneau, AK

LuAnn Haley
Judge
Industrial Commission
Tucson, AZ

Mike Baker (tentative)
Self-Insurance Director
Arkansas Workers' Compensation Commission
Little Rock, AR

Dan Sung
Manager of Medical Policy
Colorado Division of Workers' Compensation
Denver, CO

Allison Stein
Administrator
Delaware Department of Labor
Division of Industrial Affairs/Office of Workers' Compensation
Wilmington, DE

Tanner Holloman
Director
Florida Division of Workers' Compensation
Tallahassee, FL

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

Crystal Ballroom G1, Convention Level

Andrew Sabolic
Assistant Director
Florida Division of Workers' Compensation
Tallahassee, FL

David Langham
Deputy Chief Judge
Office of the Judges of Compensation Claims
Pensacola, FL

Ben Vinson
Chairman and Chief Appellate Judge
Georgia State Board of Workers' Compensation
Atlanta, GA

Robert Walker
Interim Commissioner
Kentucky Department of Workers' Claims
Frankfort, KY

B. Dale Hamblin, Jr.
Assistant General Counsel
Workers' Claims Legal Division
Kentucky Labor Cabinet
Frankfort, KY

Sheral C. Kellar
Assistant Secretary
Office of Workers' Compensation Administration
Louisiana Workforce Commission
Baton Rouge, LA

R. Karl Aumann
Chair
Maryland Workers' Compensation Commission
Baltimore, MD

Deneise Lott
Sr. Administrative Law Judge
Mississippi Workers' Compensation Commission
Jackson, MS

Beth H. Aldridge
Commissioner
Mississippi Workers' Compensation Commission
Jackson, MS

Thomas E. Stine
Judge
Nebraska Workers' Compensation Court
Lincoln, NE

Tara Inhofe
Judge
Oklahoma Workers' Compensation Commission
Oklahoma City, OK

T. Scott Beck
Chair
South Carolina Workers' Compensation Commission
Columbia, SC

Kenneth M. Switzer
Chief Judge
Tennessee Bureau of Workers' Compensation
Nashville, TN

Robert Rapaport
Chair
Virginia Workers' Compensation Commission
Richmond, VA

Steven Peters
Division Administrator
Worker's Compensation Division
Wisconsin Department of Workforce Development
Madison, WI

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 – 12:00 pm 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
Course #1000

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's involvement, 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
Course #1001

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 – 12:00 pm
Course #1002

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 74.)

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**
Course #1100

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**
Course #1101

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**
Course #1102

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**
Course #1103

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**
Course #1104

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 Course #1105

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 will 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 Course #1106

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, which will be the focus of this presentation, is to optimize the positive aspects of aging, while mitigating the negative effects.

11:15 – 12:15 pm Course #1107

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 Course #1108

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 Course #1109

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 Course #1110

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 in 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 Course #1111

Effective Techniques to De-escalate Aggressive Behaviors

Speaker:
Robert Hartley
Manager of Risk Management Services
North East Florida Education Consortium
Palatka, FL

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
Course #1112

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

with Blue Stone Circle
as opening entertainment

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
CORA Physical Therapy

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

8:00 – 8:45 am **FSU School of Law Alumni Breakfast**
Hall of Cities - Boston, Convention Level

9:00 – 10:30 am **FSU School of Law Juris Masters Information Session**
Hall of Cities - Boston, Convention Level

WCI supports the FSU College of Law's Juris Master's Degree Program by providing educational support and scholarship financial assistance to students that are employed in some way with the workers' compensation or workplace safety/health industries to obtain a master's degree with emphasis on risk management. As a part of this degree, education on workers' compensation and industrial safety/health issues are a part of the curriculum. For more information on this online degree program, refer to https://www.wci360.com/fsu-juris-master. This breakout session is designed to provide interested persons with information on this unique program presented by the college of law. Past graduates and current students of this program have been invited to provide information on their experience with this unique educational opportunity. Representatives of the college of law including the Dean of the Law School will also be present to respond any questions.

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.

Lessons Learned and Moving Forward: 2020/2021 in the Rearview Mirror – Understanding COVID and its Effect on the Workers' Compensation 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 76.)

9:00 – 10:00 am
Course #1200

A Judicial Perspective on the State of Workers' Compensation Litigation in the "COVID-19 Age"

Moderator/Speaker:
Honorable Frank R. 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.

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

10:00 – 10:15 am **Break**

10:15 – 11:15 am Course #1201

It's a Mad Mad Mad Mad World- What has the Pandemic Taught us in Regard to the Legal System?

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
McConnaughhay, 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 the legal and claims handling system for workers' compensation stakeholders. Investigating claims during a pandemic such as obtaining medical records, 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 on 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 Course #1202

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, 202, 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 long term 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**
Course #1300

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, 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 maximum medical improvement (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 Course #1301

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, HR professionals, employers and others) whose commitment to excellence has become their self-imposed responsibility. The panelists will attempt to thread ethical considerations through industry's constantly evolving business/claims/litigation tapestry.

10:00 – 11:00 am Course #1302

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:
Michael Cook, CPCU, ARM, AIC, AIS
Claims Team Manager I
Helmsman Management Services, LLC
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 by regulators and courts, 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 Course #1303

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 Amee
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 also 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 Course #1304

Adjuster Ethics: How to Avoid the Pitfalls of the "All about the Fee" Phenomenon

Palms Ballroom – Royal
Convention Level

Moderator:
Laura A. Buck, *Attorney*
McConnaughhay, Coonrod, Pope, Weaver, & Stern, PA
Gainesville, FL

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

Daphyne 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 payable.

2:00 – 2:15 pm

Break

Breakout for Adjusters, Program One (Continued)
Palms Ballroom - Canary, Convention Level

2:15 – 4:15 pm
Course #1305

Case Law Update

Palms Ballroom – Canary
Convention Level

Moderator:
E. Louis Stern, *Attorney*
McConnaughhay, 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, 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**
Course #1300

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, 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 maximum medical improvement (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 Two (Continued)
Palms Ballroom - Sabal, Convention Level

10:00 – 11:00 am
Course #1400

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 only through a claim investigation can the true claim exposure be determined. 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
Course #1401

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 Course #1402

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 Course #1403

Can I Return This Purchase? How to Avoid Accepting the Wrong Conditions as Compensable

Palms Ballroom - Sabal
Convention Level

Moderator:
R. Stephen Coonrod, *Attorney*
McConnaughhay, Coonrod, Pope, Weaver & Stern, PA
Tallahassee, FL

Panel:
Maggie Conatser
Director of Claims, Eastern Region
Next Level Administrators
Bradenton, FL

Darin Grimm
Vice-President of Claims & Medical Management
Summit
Lakeland, FL

T. Adam Oliver, MD
Tallahassee Neurological Clinic
Tallahassee, FL

Silvia 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 Course #1404

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, FL

Amoz Leeb
Claims Examiner –WC
Sedgwick
Tampa, FL

Malenis 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

9:30 – 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**
Course #1500

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
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**
Course #1501

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*
McConnaughhay, 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 of Law From the Judicial Perspective**
Course #1502

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

Breakout for Attorneys (Continued)
Crystal Ballroom M, Convention Level (Entrance to J2)

3:15 – 4:15 pm
Course #1503

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
Course #1600 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
Course #1601 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
Peachtree Corners, GA

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. In regard to virtual reality, 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
Course #1602

Crystal Ballroom C
Convention Level
(Entrance to G2)

Staying Sharp: Understanding What's New in Bloodborne Pathogen Exposures and Telemedicine's Contribution to Quality Medical Care

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

Panel:
Michael Holzer, MD, MPH & TM
Concentra
Miami, FL

Lisa M. Figueroa, MD
Concentra
Raleigh, NC

Find out what's changed in bloodborne pathogen exposure, knowledge of risks, vaccinations, and post-exposure management. Get the medical debrief you need. Then learn how telemedicine is providing quality care and faster medical response to needlestick injuries.

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
Course #1700

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
Course #1701

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 Course #1702

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 Course #1703

A Premiere Claims Review: How to Impact and Improve Outcomes

Moderator:
K. Max Koonce
Chief Claims Officer
Sedgwick
Memphis, TN

Panel:
Nathan Fraley
Corporate Claims Manager
The Kroger Co.
Cincinnati, OH

Bryan Conner
Manager, Workers' Compensation
American Airlines
Fort Worth, TX

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
Course #1800

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, claim, and legal aspects.

11:00 – 12:00 pm
Course #1801

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

Course #1802

Moderator:
Michelle Despres, PT, CEAS II, REAS, CETS
Vice President, Physical Therapy, National Clinical Leader
One Call
Jacksonville, 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

Course #1803

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

Course #1804

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 care, psychological treatment alternatives, and non-opioid pharmacological options. More generally, we discuss a broader focus on the bio-psycho-social context of chronic pain.

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) and Moderators:

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
Course #1900

New CMS Rules! New *Department of Justice* Collection Actions Against Lawyers! New 2020 Medicare Insurer Civil Money Penalties Rules! and Other CMS Developments You Need to Know!

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
Course #1901

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
Course #1902

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
Course #1903

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.

2:00 – 3:00 pm
Course #1904

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
Course #1905

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
Course #1906

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 Course #2000

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 N.A.
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 Course #2001

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 program session 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 Course #2002

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 Course #2003

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 Course #2004

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
Course #2100

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
Cincinatti, OH

Dan Leporati, ARM
President
Pivotal Risk Management, LLC
Fleming Island, 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
Course #2101

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
Course #2102

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**
Course #2103

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 of 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**
Course #2104

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 – 5:15 pm Crystal Ballroom H
Convention Level

1:00 – 3:00 pm Course #2200

First Responder Heart and Hypertension Claims: The Current State of The 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, a 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.

3:00 – 3:15 pm **Break**

3:15 – 5:15 pm Course #2201

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 claims. Attendees will gain a thorough understanding of psychiatric claims under the workers' compensation law, 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

Separate registration required.

Separate Registration & Payment Is Required.
Register at: 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, 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 maximum medical improvement (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 information 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.

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 84.)

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, 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 maximum medical improvement (MMI) timeline).

10:00 – 10:50 am **Writing The Opinion And Order: Messin' With Medical Records**

Grand Ballrooms 4-6
Convention Level

Panel:
Honorable Michael W. Alvey
Kentucky Workers' Compensation Board
Frankfort, KY

Honorable Wesley G. Marshall
Virginia Workers' Compensation Commission
Richmond, VA

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

Judges Alvey, Marshall and McKay 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.

10:50 – 11:00 am **Break**

11:00 – 11:50 am **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.

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:
Honorable Shannon Bruno Bishop, *Chief Judge*
Louisiana Workforce Commission Office of Workers' Compensation
Harahan, LA

Honorable Meng Li Che
Board of Industrial Insurance Appeals
Olympia, WA

Knowrasa Patrick
Department of Labor & Industries
Self-Insurance
Olympia, WA

Evelyn McGill
Executive Director
Virginia Workers' Compensation Commission
Richmond, VA

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:
Honorable Don A. Myers, Jr., *Chief Judge*
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 (NCSC)
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

7:45 – 8:00 am **Continental Breakfast**
Breakfast Sponsors: CompEquip Solutions, ReEmployAbility, Claims Investigation Agency, Inc., CorVel Corporation and Summit

8:00 – 9:00 am
Course #2300

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. Subjects for discussion 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 injured 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
Course #2301

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
MKCM, Inc
Boca Raton, FL

Panel:
Dr. James Harding
Florida State University – College of Business Faculty
Tallahassee, FL

Ya'Sheaka C. Williams, *Attorney*
Eraclides Gelman
Tampa, FL

Nicole Gainey
Claims Supervisor
Corvel Corporation
Tampa, FL

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). 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 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. Finally, attendees will learn firsthand about the professional and interpersonal challenges COVID-19 created.

Return-to-Work Breakout (Continued)
Crystal Ballroom H, Convention Level

10:00 – 11:00 am
Course #2302

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, PA
Deerfield Beach & Miami, 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. Pandemic challenges will be discussed that present 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
Course #2303

Building an Inclusive Return to Work Team – The Underpinning of Success

Panel:
Mollie Kallen, MS, CRC, CCM
President and CEO
MKCM, Inc
Boca Raton, FL

James Bullock, MD
Orthopaedic Center of South Florida
Plantation, FL

Susan Nelson, DO
Medical Director
Physicians Health Centers
Miami, 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 80.)

Program Moderator:
Robert L. Bamdas, Attorney
Schouest, Bamdas, Soshea & BenMaier, PLLC
Boca Raton, FL

1:00 – 2:00 pm Course #2400 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

Honorable Paul Almanza
Associate Chief Judge
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 Course #2401 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 Course #2402 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

Honorable Jonathan C. Calianos
Judge
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 83.)

Program Moderator:
Daniel M. Anders
Chief Compliance Officer
Tower MSA Partners
Delray Beach, FL

1:00 – 2:00 pm Course #2500

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 Course #2501

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 Course #2502

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**
Course #2600

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**
Course #2601

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**
Course #2602

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**
Course #2603

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)**
Course #2604

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 & 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
Course #2605

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 TWH 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
Course #2606

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
Course #2607

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
Course #2608

Using Claims Data to Drive Safety Performance

Speakers:
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
Course #2609

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
Course #2610

OSHA Inspections: Understand, Prepare, Respond and yes, Protest

Speaker:
Jake Jennings, CPSI
Senior Risk Control Consultant, National Risk Control
Arthur J. Gallagher, Inc
Columbia, SC

Risk Managers and Insurance Professionals are not always as familiar as they think with OSHA procedures and their rights as an employer. Since you can count on OSHA showing up unannounced developing procedures to methodically handle an OSHA inspection when they arrive will help prevent panic and make sure you have an effective and fair inspection process. Knowing your rights and the acceptable inspection procedures can help you ensure compliance, avoid penalties, reduce Worker's Compensation claims and thereby reduce your total cost of risk.

Wednesday, December 15

2021 Official Wi-Fi Sponsor
CORA Physical Therapy

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: Why for Workers' Compensation and Why Now? (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 adequate 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. It is hoped that this series of sessions will be the beginning point for the workers' compensation industry, which in its expanded form includes workplace safety and health, to increase its educational focus on this subject of concern that is not going away. It may be that technology will some day evolve into a system that protected confidential information cannot be breached. In the meantime however, for our industry to do all we can to develop processes now to protect information that is required to be retained by all stakeholders as a matter of law or based on good business practices.

8:00 – 10:00 am
Course #2700

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: Why for Workers' Compensation and Why Now? (Day 3) (Continued)

Crystal Ballroom J1, Convention Level

10:00 – 10:15 am **Break**

10:15 – 11:15 am Course #2701

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 Course #2702

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

Course #2800

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

Course #2801

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. Lawsuits abound against school districts and other employers, regardless of size. 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

Course #2802

Speaker:
Thomas J. Zaydon, Jr., MD
Plastic Surgery Institute of Miami
Miami, FL

Upper extremity injuries collectively account for millions of restricted activity days and 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

Course #2900

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

Course #2901

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

Course #2902

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 Course #3000

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 Course #3001

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

Honorable Paul Almanza
Associate Chief Judge
U.S. Department of Labor
Washington, DC

Honorable Jonathan C. Calianos
Judge
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. In this session, 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 Course #3002

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 have 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
Course #3100

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*
McConnaughhay, 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*
McConnaughhay, 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 Course #3101 **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 Course #3102 **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
Course #3200

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
Course #3201

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.

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 Shannon Bruno Bishop
Louisiana Workforce Commission Office of Workers' Compensation
Harahan, LA

Honorable Meng Li Che
Washington Board of Industrial Insurance Appeals
Olympia, WA

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, JD
Appellate Judge and Director
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/

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**
Course #3300

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**
Course #3301

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**