

2017 Education Sessions

Workers' Compensation Track

Before-During-After - An Effective RTW Program

Core Competency: PRMS: Claims Management

Presenters:

J.J. Schmidt, York Risk Services

Kimberly Wickert, MRC, CRC, York Risk Services - Voc Works

Danielle Dresden, CRC, MRC, York Risk Services - Voc Works

An effective return-to-work program includes much more than just light duty. A complete return-to-work program includes planning and analysis that takes place before an accident or injury occurs. Creating, maintaining and updating functional job descriptions with the correct physical duties and requirements needs to take place on a regular and consistent basis. Understanding the out-of-work impacts to the injured employee, as well as employees helping to maintain the workload, is of critical importance to both safety and employee morale. Effective management of the RTW process, including light duty or alternative RTW options, makes for a successful program.

Deceit and Fraud Detection Strategies

Core Competency: CTIS: Interpersonal Skills

Presenters:

Ted Richards, Stander Reubens Thomas and Kinsey

Dalene Bartholomew, Probe Information Services, Inc.

A range of behaviors and physiological reactions can help identify people evading, deceiving or committing fraud. The cues can come from body language, facial gestures, emotional expressions and even verbal or tonal reactions during telephone communication. This session will cover a range of fraud and deceit and will improve your ability to spot it. The multimedia presentation will analyze clips of famous liars to test and improve your detection abilities. Attendees will learn successful tools for leveraging their deceit detection skills with a focus on stopping unwarranted claim benefits, abuse and fraud.

Risk Management Moneyball - The WC Algorithm You Should Know

Core Competency: PRMS: Claims Management

Presenter: Scott Moss, MPA, CPCU, ARM-E, ALCM, CIS

This session will share information regarding a predictive algorithm that every workers' compensation manager should learn. Attendees will discover an easy way to predict which claims are likely to be "hot"!

Addressing Municipalities' Biggest Workers' Compensation Challenges

Core Competency: PRMS: Risk Control

Presenters:

Mark Walls, Safety National Casualty Corporation

Kimberly George, Sedgwick

Join the presenters for a live edition of their popular "Out Front Ideas" series, featuring a panel of public entity risk managers discussing their biggest workers' compensation challenges and how they are overcoming them. Discover how risk managers are approaching challenges related to working hand-in-hand with labor unions, developing successful return-to-work programs, maintaining productive relationships with TPAs and other claims management vendors, fraud detection, mitigating opioid abuse in claims and more.

The Psychological Impact of Trauma, and the Road Back

Core Competency: PRMS: Crisis Management

Presenters:

Michael Lacroix, Coventry

Les Kertay Ph.D., ABPP, R3 Continuum

London, Madrid, Paris, Brussels, San Bernardino and Orlando. We are all only too aware of the mayhem and trauma generated by terrorist acts. But trauma is not something that happens only as a result of terrorism, it happens every day in workplaces all over America. Almost two million of us are assaulted in the workplace every year in the U.S. Workplace trauma can also arise from seeing others get injured or have a heart attack, from witnessing traffic accidents, and even from threats by co-workers or others. Sadly, most employers' reaction to trauma situations is to do nothing. The aforementioned attitude has consequences for employee morale and retention, it negatively impacts the bottom line. This session provides positive methods employers can use to react to traumatic incidents that occur at work.

Opioids: When Enough Becomes Too Much

Core Competency: PRMS: Claims Management

Presenters:

Paula Baum, RN, BA, MSCC, Midwest Employers Casualty Company

Chad Jennings, Midwest Employers Casualty Company

This session examines how the use of opioids transitions from reasonable and necessary treatment to abuse and a long term problem in workers' compensation cases. Attendees will learn how to detect when and why prescriptions for opioids escalate and how the long term use of opioids can have costly and negative consequences. These consequences include escalating costs of opioid medications, side effects of opioid use (OIC, decreased testosterone, excessive sleepiness) and the expense of medications prescribed to treat opioid side effects (Relistor, Testim, Nuvigil, et al).

How Advocacy Impacts Claims Management Today

Core Competency: PRMS: Claims Management

Presenters:

Dawn Watkins, AIC, PHR, ARM-P, Los Angeles Unified School District
Edward Canavan, ARM, AIC, Sedgwick

As employers look for ways to increase productivity and performance, an employee-centric, caring claims approach is quickly emerging. Showing concern for an individual's overall health and well-being produces a more positive employee experience while improving overall organizational productivity and performance. By treating the whole person, resources can be identified and aligned in a way to produce a more positive experience, identify an effective pathway to recovery and ultimately reduce employer costs. This session is designed to provide an in-depth discussion regarding how an advocacy approach works and the benefits it can produce.

Write Your Own Success Story

Core Competency: PRMS: Claims Management

Presenters:

Dawn Watkins, AIC, PHR, ARM-P, Los Angeles Unified School District
Edward Canavan, ARM, AIC, Sedgwick

This session will open by identifying and describing main drivers of large claims outcomes, not just high costs, but also bad results for injured workers. Next, public entity professionals will describe how these drivers impacted their programs and steps to eliminate and mitigate their effects. This will be followed by an exchange with the audience about challenges they are facing and collaboration about what strategy or tactic would be most effective.

Public Entity Risk Managers Speak Out: Seven Key Findings from the PRIMA Loss Control Survey

Core Competency: PA/GBS: Public Administration/ General Business Skills

Presenters:

Frank Altieri, PMA Management Corp.
David Weightman, PMA Companies
Yvonne Moebs, County of Guilford, NC

In this session, we'll reveal the results of the 2017 Public Entity Employee Safety and Loss Control Survey conducted by PRIMA and PMA Companies among PRIMA members. Attendees will learn how their public entity peers are successfully reducing workplace accidents and hear their plans for future loss control strategies. Presenters will discuss the most important workplace safety challenges for public entities, the use of data analytics in workplace safety strategies, and the three most significant emerging loss control issues for public entities. Solutions to advance your workplace loss control program in 2017 and beyond will also be shared.