
















IAIABC Foundations Program | 2026 Content Outline





Date & Time	Session or Activity	Learning Objectives or Activity Instructions
<p>Tuesday, June 9th 1:00 - 2:00 PM (CDT)</p> 	<p>Orientation</p>	<ul style="list-style-type: none"> ● Meet the IAIABC Education Services Manager and fellow participants ● Understand the agenda, flow of the program, and requirements ● Understand how to access materials and content in educate@iaiaabc.org ● Learn about the IAIABC and its role in the workers' compensation industry
<p>Self-paced modules Due: June 16th</p> 	<p>History of Workers' Compensation</p>	<p>Founded more than 125 years ago in Germany, workers' compensation is the oldest social insurance program in the world. This self-guided course will share key elements and events that have shaped these systems over time. This course will help you:</p> <ul style="list-style-type: none"> ● Describe how workers' compensation laws were created and spread throughout the world ● Identify common features of workers' compensation systems ● Understand the dynamic nature of work and how workers' compensation systems have evolved in response
	<p>Puzzle Pieces of the Workers' Compensation Industry</p>	<p>The workers' compensation systems across the world are all complex tapestries composed of many different roles with many different responsibilities. While these systems differ from state to state and country to country, there are usually some key components that create each unique picture. This lesson seeks to provide an overview of those pieces and how they all fit together in the puzzle of workers' compensation. This self-guided course will help you:</p> <ul style="list-style-type: none"> ● Identify the key roles within the workers' compensation industry. ● Identify the possible roles that are often integral in organizations.


<p>Tuesday, June 16th 1:00 - 2:00 PM (CDT)</p> 	<p>Insurance & Self-Insurance</p>	<p>This session will present a high-level overview of workers' compensation insurance and self-insurance, centered around the key concepts. Topics we will cover include:</p> <ul style="list-style-type: none"> • Why workers' compensation insurance is required and possible exclusions • Differences between workers' compensation and commercial insurance • What happens if an employer cannot find workers' compensation coverage • A simple look at how workers' compensation insurance rates are set • Different self-insurance models and how different states collect premiums, as well as the concepts of surety bonds and group self-insurance • The state of the workers' compensation insurance industry today
<p>Self-paced module Due: June 23rd</p> 	<p>Benefits Summary</p>	<p>After watching this recorded webinar and answering the knowledge check activities, you will be able to:</p> <ul style="list-style-type: none"> • Understand the benefits available to injured workers, including indemnity and medical benefits • Identify differences in benefits across jurisdictions
<p>Tuesday, June 23rd 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Benefits</p>	<p>Participate in a guided discussion with industry experts and your peers at this discussion session focusing on workers' compensation benefits. Discussion questions will be sent in advance and bring any of your own questions you have for the facilitators.</p>

<p>Self-paced module Due: June 30th</p> 	<p>Permanent Impairment, Causation, and Coverage</p>	<p>After watching this recorded webinar and answering the knowledge check activities, you will be able to:</p> <ul style="list-style-type: none"> • Understand how permanently injured workers are compensated • Understand the legal standard for determining causation • Discuss how changes in causation have impacted workers' compensation systems • Identify who is required to secure workers' compensation coverage and who is entitled to benefits
<p>Tuesday, June 30th 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Permanent Impairment, Causation, and Coverage</p>	<p>Participate in a guided discussion with industry experts and your peers at this discussion session focusing on permanent impairment, causation, and coverage. Discussion questions will be sent in advance and bring any of your own questions you have for the speakers.</p>
<p>Self-paced module Due: July 14th</p> 	<p>Medical Topics</p>	<p>Medical care in workers' compensation can be vastly different from general healthcare. Effectively managing medical care is essential to improving outcomes and maintaining system equity. After this session, you will be able to:</p> <ul style="list-style-type: none"> • Identify how workers' compensation operates within a much larger healthcare system. • Understand the importance of medical management in ensuring the sustainability of the workers' compensation system. • List and define the different medical management tools available.
<p>Tuesday, July 14th 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Medical Topics</p>	<p>Participate in a guided discussion with an industry expert and your peers at this discussion session focusing on medical topics. Discussion questions will be sent in advance and bring any of your own questions you have for the speaker.</p>

<p>Self-paced module Due: July 21st</p> 	<p>Return to Work</p>	<p>Returning injured workers to work is a key element in the recovery process, and as such, we should all strive to build a return-to-work culture. This recorded webinar will help you:</p> <ul style="list-style-type: none"> • Define work disability and contributing risk elements • Understand what the worker-centric approach is, and what it is not. • Apply evidence-based best practices, tips, and strategies for preventing work disability.
<p>Tuesday, July 21st 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Return to Work</p>	<p>Participate in a guided discussion with an industry expert and your peers at this discussion session focusing on return to work. Discussion questions will be sent in advance and bring any of your own questions you have for the speaker.</p>
<p>Self-paced module Due date: July 28th</p> 	<p>Dispute Resolution</p>	<p>Contested workers' compensation cases result in the need for both informal and formal dispute resolution systems. This session offers a deeper exploration of how disputes arise and are resolved within workers' compensation systems. In this lesson, you will:</p> <ul style="list-style-type: none"> • Gain an overview of dispute resolution systems and alternative dispute resolution methods • List types of disputes commonly seen in workers' compensation cases • Compare mechanisms and procedures for dispute resolution
<p>Tuesday, July 28th 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Dispute Resolution</p>	<p>Participate in a guided discussion with an industry expert and your peers at this discussion session focusing on dispute resolution. Discussion questions will be sent in advance and bring any of your own questions you have for the speaker.</p>

<p>Self-paced module Due date: August 4th</p> 	<p>Lifecycle of a Claim</p>	<p>There are distinctive features of the workers' compensation claims process and basic principles of successful claims management. This session will help you:</p> <ul style="list-style-type: none"> • Understand the goals of a workers' compensation claim • Identify the responsibilities of the worker, employer, and carrier/adjuster in the life of a claim • Recognize how electronic reporting works • Define the worker-centric model • Determine case management opportunities (e.g., nurse case manager coordination) • Explore what happens if there is a dispute • Know what happens when a claim is closed, including the status of indemnity and medical benefits.
	<p>Creating a Customer Centric Agency <i>(Optional)</i></p>	<p>Hear from a panel of jurisdictional leaders on how they create and foster a customer-centric agency. Leave this session feeling inspired to think bigger and more creatively, while not shying away from change. Some questions we will address include:</p> <ul style="list-style-type: none"> • How does your agency meet and measure its goals and objectives? • What feedback mechanisms does your agency employ? • What do you do if you find you're not successful? What about if you are successful?
<p>Tuesday, August 4th 1:00 - 2:00 PM (CDT)</p> 	<p>Hot Takes in Workers' Comp</p>	<p>This fast-paced session will bring together guest speakers to take a deeper look into current trends, challenges, and innovations in the workers' compensation industry. Participants will walk away with fresh insights and broader understanding of the evolving landscape.</p> <ul style="list-style-type: none"> • The final writing assignment will also be discussed, including this week's homework of selecting a topic and creating an outline.

<p>Self-paced module Due date: August 11th</p> 	<p>Writing Assignment Prep</p>	<p>After reviewing the writing assignment and selecting an issue to focus on, use the template to create an initial outline for your paper.</p>
<p>Tuesday, August 11th 1:00 - 2:00 PM (CDT)</p> 	<p>Leadership & Measuring Performance</p>	<p>Measuring performance in the workers' compensation industry is critically important. Measurements provide documentation to convince higher authorities that changes need to be made and thereby better the system. In this session you will:</p> <ul style="list-style-type: none"> • Hear about common workers' compensation metrics and ways to measure performance • How legislation affects how and what we measure
<p>Self-paced module Due date: August 18th</p> 	<p>Peer Review</p>	<p>After creating your outline, you will share with a fellow attendee and vice versa. Please provide comments, questions, and/or additional ideas to your peers' outline.</p>
<p>Tuesday, August 18th 1:00 - 2:00 PM (CDT)</p> 	<p>Final Discussion</p>	<p>Be sure to join this session as we wrap up the program and discuss the final writing assignment and exam expectations.</p>

<p>Self-paced work Due date: September 15</p> 	<p>(1) Final Writing Assignment</p> <p>(2) Final Test</p> <p>Final Survey</p>	<p>First draft due to peers: August 25th</p> <p>Peer feedback due: September 8th</p> <p>Final writing assignment and exam due: September 15th</p>
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Program Requirements to Earn Digital Credential:

- Attend or watch* at least 8 out of the 10 live sessions.
 - **Orientation** and **the final session** are required. You may attend these live, or watch the recordings in educate@iaabc.
- Complete at least 8 out of the 10 self-paced modules in educate@iaabc.
- Earn a passing score on the formal writing assignment
- Earn a passing score on the final exam

Although recordings will be available, we **highly recommend participating in the live sessions to get the most out of your Foundations experience.*

Course Access: In order to ensure our LMS is maintained with up-to-date information and users, you will have access to the course content for one year (expiring on October 1, 2027)

