

















## IAIABC Foundations Program | 2025 Content Outline




Date & Time	Session or Activity	Learning Objectives or Activity Instructions
<p><b>Tuesday, June 24</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Orientation</b> Samantha Collier Abbie Hudgens Liz Crum</p>	<ul style="list-style-type: none"> <li>● Meet the IAIABC Education Services Manager and fellow participants</li> <li>● Understand the agenda, flow of the program, and requirements</li> <li>● Understand how to access materials and content in <a href="mailto:educate@iaiacb.org">educate@iaiacb.org</a></li> <li>● Learn about the IAIABC and its role in the workers' compensation industry</li> </ul>
<p>Self-paced modules Due: July 8</p> 	<p><b>History of Workers' Compensation</b></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"> <li>● Describe how workers' compensation laws were created and spread throughout the world</li> <li>● Identify common features of workers' compensation systems</li> <li>● Understand the dynamic nature of work and how workers' compensation systems have evolved in response</li> </ul>
	<p><b>Puzzle Pieces of the Workers' Compensation Industry</b></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"> <li>● Identify the key roles within the workers' compensation industry.</li> <li>● Identify the possible roles that are often integral in jurisdictional</li> </ul>

		<p>agencies.</p> <ul style="list-style-type: none"> <li>• Reflect on your agency's "big picture" by examining its mission statement.</li> </ul>
<p><b>Tuesday, July 8</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Insurance &amp; Self-Insurance</b> Allen Kassebaum</p>	<p>This session will present a high level overview of workers' compensation insurance and self-insurance, centered around the key concepts jurisdictions should understand. Topics we will cover include:</p> <ul style="list-style-type: none"> <li>• Why workers' compensation insurance is required and possible exclusions</li> <li>• Differences between workers' compensation and commercial insurance</li> <li>• What happens if an employer cannot find workers' compensation coverage</li> <li>• A simple look at how workers' compensation insurance rates are set</li> <li>• Different self-insurance models and how different states collect premiums, as well as the concepts of surety bonds and group self-insurance</li> <li>• The state of the workers' compensation insurance industry today</li> </ul>
<p>Self-paced module Due: July 15</p> 	<p><b>Benefits Summary</b> Matt Bryant Greg Krohm</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"> <li>• Understand the benefits available to injured workers, including indemnity and medical benefits</li> <li>• Identify differences in benefits across jurisdictions</li> </ul>
<p><b>Tuesday, July 15</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Discussion on Benefits</b> Abbie Hudgens Liz Crum</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: July 22</p> 	<p><b>Permanent Impairment, Causation, and Coverage</b> Matt Bryant Greg Krohm</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"> <li>• Understand how permanently injured workers are compensated</li> <li>• Understand the legal standard for determining causation</li> <li>• Discuss how changes in causation have impacted workers' compensation systems</li> <li>• Identify who is required to secure workers' compensation coverage and who is entitled to benefits</li> </ul>
<p><b>Tuesday, July 22</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Discussion on Permanent Impairment, Causation, and Coverage</b> Abbie Hudgens Liz Crum</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 29</p> 	<p><b>Medical Topics</b> Christy Culkin</p>	<p>Medical care in workers' compensation can be vastly different from general healthcare and, in many jurisdictions, medical costs now represent over half of overall expenditures in the system. 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"> <li>• Identify how workers' compensation operates within a much larger healthcare system.</li> <li>• Understand the importance of medical management in ensuring the sustainability of the workers' compensation system.</li> <li>• List and define the different medical management tools available to jurisdictions.</li> </ul>
<p><b>Tuesday, July 29</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Discussion on Medical Topics</b> Christy Culkin</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: August 5</p> 	<p><b>Dispute Resolution</b> Wes Marshall Dave Cicola</p>	<p>Contested cases result in the need for both informal and formal dispute resolution systems. In this recorded webinar, representatives from Virginia and Pennsylvania discuss these processes and provide insight into their states' procedures. In this lesson, you will:</p> <ul style="list-style-type: none"> <li>• List types of disputes commonly seen in workers' compensation cases</li> <li>• Gain an overview of dispute resolution systems across jurisdictions</li> <li>• Compare mechanisms and procedures for dispute resolution, including court proceedings, mediation, rules of evidence, and appeals</li> <li>• Understand how case law created through the dispute resolution process can shape a jurisdictional system</li> </ul>
<p><b>Tuesday, August 5</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Discussion on Dispute Resolution</b> Wes Marshall</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 date: August 12</p> 	<p><b>Return to Work</b> Vickie Kennedy Ryan Guppy</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"> <li>• Define work disability and contributing risk elements</li> <li>• Understand what the worker-centric approach is, and what it is not.</li> <li>• Apply evidence-based best practices, tips, and strategies for preventing work disability.</li> </ul>
<p><b>Tuesday, August 12</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Discussion on Return to Work</b> Vickie Kennedy</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: August 19</p> 	<p><b>Lifecycle of a Claim</b> Chrissy Witters Jennifer Conlon Frank Comparato</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"> <li>• Understand the goals of a workers' compensation claim</li> <li>• Identify the responsibilities of the worker, employer, and carrier/adjuster in the life of a claim</li> <li>• Recognize how electronic reporting works</li> <li>• Define the worker-centric model</li> <li>• Determine case management opportunities (e.g., nurse case manager coordination)</li> <li>• Explore what happens if there is a dispute</li> <li>• Know what happens when a claim is closed, including the status of indemnity and medical benefits.</li> </ul>
<p><b>Tuesday, August 19</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Leadership &amp; Measuring Performance</b> Evelyn McGill Matt West Paul Tauriello Abbie Hudgens Liz Crum</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"> <li>• Hear about common workers' compensation metrics and ways to measure performance</li> <li>• How legislation affects how and what we measure</li> </ul>
<p>Self-paced module Due date: August 26</p> 	<p><b>Creating a Customer Centric Agency</b> Tara Addison Jeff Francis Vickie Kennedy Clarissa Rodriguez</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"> <li>• How does your agency meet and measure its goals and objectives?</li> <li>• What feedback mechanisms does your agency employ?</li> <li>• What do you do if you find you're not successful? What about if you are successful?</li> </ul>

<p><b>Tuesday, August 26</b> 1:00 - 2:00 PM (CDT)</p> 	<p><b>Emerging Trends</b> Charles Cordova Jeff Nelson</p>	<p>In this session, you will explore areas that will impact workers' compensation policy in the future.</p> <p>The final writing assignment will also be discussed, including this week's homework of selecting a topic and creating an outline.</p>
<p>Self-paced module Due date: September 9</p> 	<p><b>Writing Assignment Prep</b></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><b>Tuesday, September 9</b> 1:00 - 2:00 PM (CDT)</p>	<p><b>Final Discussion</b> Abbie Hudgens Liz Crum Samantha Collier</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 30</p> 	<p><b>(1) Final Writing Assignment</b></p> <p><b>(2) Final Test</b></p> <p><b>(3) Final Survey</b></p>	<p>First draft due to peers: September 16 Peer feedback due: September 23 Final writing assignment due: September 30</p>

**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@iaiaabc](mailto:educate@iaiaabc).
- Complete at least 8 out of the 10 self-paced modules in [educate@iaiaabc](mailto:educate@iaiaabc).
- Earn a passing score on the formal writing assignment

- Earn a passing score on the final test

*\*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, 2026).