
















IAIABC Foundations Program | 2024 Content Outline




Date & Time	Session or Activity	Learning Objectives or Activity Instructions
<p>Thursday, June 13 1:00 - 2:00 PM (CDT)</p> 	<p>Orientation Samantha Collier</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 25</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 jurisdictional

		<p>agencies.</p> <ul style="list-style-type: none"> ● Reflect on your agency's "big picture" by examining its mission statement.
<p>Tuesday, June 25 1:00 - 2:00 PM (CDT)</p> 	<p>Creating a Customer -Centric Agency 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"> ● 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>Self-paced module Due: July 11</p> 	<p>Benefits Summary 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"> ● Understand the benefits available to injured workers, including indemnity and medical benefits ● Identify differences in benefits across jurisdictions
<p>Thursday, July 11 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Benefits Matt Bryant Greg Krohm</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 speakers.</p>
<p>Self-paced module Due: July 18</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

	<p>Matt Bryant Greg Krohm</p>	<ul style="list-style-type: none"> • 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>Thursday, July 18 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Permanent Impairment, Causation, and Coverage Gregory Krohm Matthew Bryant</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 25</p> 	<p>Medical Topics 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"> • 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 to jurisdictions.
<p>Thursday, July 25 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Medical Topics 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 6</p> 	<p>Lifecycle of a Claim 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"> • 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>Tuesday, August 6 1:00 - 2:00 PM (CDT)</p> 	<p>Insurance & Self-Insurance Presentation 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"> • 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 date: August 15</p> 	<p>Dispute Resolution 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"> • List types of disputes commonly seen in workers' compensation cases • Gain an overview of dispute resolution systems across jurisdictions • Compare mechanisms and procedures for dispute resolution, including court proceedings, mediation, rules of evidence, and appeals • Understand how case law created through the dispute resolution process can shape a jurisdictional system

<p>Thursday, August 15 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Dispute Resolution Wes Marshall</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 22</p> 	<p>Return to Work 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"> • 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>Thursday, August 22 1:00 - 2:00 PM (CDT)</p> 	<p>Discussion on Return to Work 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 29</p>	<p>Measuring Performance, Emerging Trends Matt Bryant Greg Krohm</p>	<p>In this self-paced recorded webinar, you will:</p> <ul style="list-style-type: none"> • Hear about common workers' compensation metrics and ways to measure performance • Explore areas that will impact workers' compensation policy in the future
<p>Thursday, August 29</p>	<p>Final Discussion and</p>	<p>Participate in a guided discussion with industry experts and your peers at this</p>

<p>1:00 - 2:30 PM (CDT)</p> 	<p>Program Wrap-Up Matt Bryant Greg Krohm Samantha Collier</p>	<p>discussion session focusing on emerging trends. Discussion questions will be sent in advance, and bring any of your own questions you have for the speaker.</p> <p>Instructions for the final writing assignment and test will also be discussed.</p>
<p>Self-paced work Due date: September 13</p> 	<p>Final writing assignment</p>	
<p>Self-paced work: Due September 13</p> 	<p>Final Test</p>	
<p>Self-paced work: Due September 13</p>	<p>Exit Survey</p>	

Program Requirements to Earn Digital Credential:

- Attend or complete at least 7 out of the 9 live sessions.
 - **Orientation** and **the final session** are required. You may attend them live, or watch the recordings in educate@iaabc.
- Complete at least 7 out of the 9 self-paced modules in educate@iaabc.
- Complete the formal writing assignment
- Passing score on the final test

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, 2025).