

3:15 – 4:30 **Regulator’s Roundtable**

Introduction by Jeff Francis, Assistant Administrator, Tennessee Bureau of Workers’ Compensation

Moderator: Jennifer Wolf, Executive Director, IAIABC

Panelists: Cassie Brown, Commissioner, Texas Division of Workers’ Compensation
Abbie Hudgens, Administrator, Tennessee Bureau of Workers’ Compensation
Wesley Marshall, Commissioner, Virginia Workers’ Compensation Commissioner
Frank McKay, Chairman and Chief Appellate Judge, Georgia State Board of WC
Paul Sighinolfi, Senior Managing Director at Ametros, Former Executive Director and Chairman of the Maine Workers’ Compensation Board

This session will bring together regulators from across the southeast 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. This Roundtable is a forum where regulators share lessons learned and seek timely answers.

4:45 **Adjourn to Conference Reception**

4:45 – 6:00

Mirabella F-J

Conference Reception—visit exhibitors

6:30

Oakleigh A-C

Centennial Celebration Gala (Separate ticketed event)

Thursday **Breakout Sessions—8:00 – 12:15 pm**

Oakleigh C Suggested audience—Attorneys, Mediators, Adjusters

8:00 – 9:15 **Occupational Disease Cases- Subject Matter Jurisdiction: Does your occupational injury case belong in the Court of Workers’ Compensation Claims or does it fall back to the Circuit or Chancery Courts?**

Moderator: Lindsay Hall, Staff Attorney, Subsequent Injury and Vocational Rehabilitation Fund

Presenters: Tim Kellum, Staff Attorney, Subsequent Injury and Vocational Rehabilitation Fund
Art Wells, Staff Attorney, Subsequent Injury and Vocational Rehabilitation Fund
Patrick Ruth, Staff Attorney, Subsequent Injury and Vocational Rehabilitation Fund
Allison Lowry, Staff Attorney, Subsequent Injury and Vocational Rehabilitation Fund

The Workers’ Compensation Reform Act of 2013 eliminated T.C.A 50-6-301 which previously defined “occupational Diseases” using a six (6) factor test. Currently, the definition of an occupational disease can be found in T.C.A 50-6-102 (14) and follows the same guidelines as any other type of injury, in that it must be “arising primarily out of and in the course and scope of the employment”. This leads to the question of, “when did the injury occur?” Many occupational injuries have a period of latency before any symptoms develop. This session will explore the potential pitfalls of which Court System has jurisdiction to hear the case. The panel of experts will discuss the relevant issue of when an injury due to an occupational disease occurs. Is it the date of the last harmful exposure, the date of diagnosis or the date of disability and whether the date of injury is separate and distinct from the date of the commencement of the statutory period of limitations? In addition, The SIF attorneys will discuss permanent total disability and the elements necessary to justify such a finding in the Court of Workers’ Compensation Claims.

Mirabella E Suggested audience—Medical Providers, Nurse Case Managers, Adjusters
8:00 – 9:15 Understanding Mental Health Diagnosis & Causation in Workers’ Compensation
Moderated by Jim Talmage, Assistant Medical Director, Tennessee Bureau of Workers’ Compensation
Presenter: Les Kertay, Ph.D., Owner & President, Dr. Les Kertay & Associates, LLC

Tennessee Workers’ Compensation laws restrict coverage to a specific definition of mental injuries. A psychology specialist will explain the implications of these laws, including the present assessment and issues related to post-traumatic stress disorder (PTSD), treatment options, and return-to-work. As time permits, he may also delve into the impact of mental illness on many of the poor results for physical injuries that can be traced to pre-existing, concomitant or developing mental health conditions. Learning Objectives:

1. Understand the medical implications of the definition of mental injuries.
2. Assess the conditions that might accompany that injury.
3. Explain how it impacts treatment and results.

Cambridge AB Suggested audience—Employers, Adjusters
8:00 – 9:15 A Conversation between the Tennessee Occupational Safety & Health Administration (TOSHA) and the Tennessee Bureau of Workers’ Compensation
Moderated by Martha-Lynn Lee, Supervising Mediation Specialist, TN Bureau of Workers’ Compensation
Panelists: Steve Hawkins, TDLWD Assistant Commissioner, TOSHA Division
Dan Bailey, Legal Counsel, TOSHA Division
Brian Holmes, Director, Mediation and Ombudsmen Services of Tennessee, BWC

TOSHA protects workers from getting injured and workers’ compensation provides medical benefits and disability benefits after an injury occurs. Both programs prioritize safe workplaces. This session will explore the touch points between injury, accident investigation and recovery. Please join our discussion regarding drug testing, common safety violations, employer defenses, and the roles of both agencies as they keep Tennesseans safe.

Mirabella A-D Suggested audience—Employers, Adjusters, Attorneys, Mediators
8:00 – 9:15 An Ounce of Prevention: Strategies for avoiding headaches and penalties after a work injury is reported
Moderated by Missi Norris, Workers’ Compensation Compliance Specialist 2, BWC
Presenters: Tyler Smith, Attorney, Lewis Thomason
Jonathan May, Attorney, Morgan and Morgan

Thankfully, workplace injuries are rare occurrences for many employers. So rare, in fact, that many are unsure as to what they are required to do and what they should do when an injury is reported. This session will give practical advice for employers regarding what to do when an employee reports an injury, including some strategies for gathering information, maintaining communication between the employee/employer/carrier on medical treatment and return to work issues, outlining the requirements in the claims handling standards and steps to avoid a penalty assessment. We will look at some case examples on specific types of injuries (idiopathic, repetitive stress, aggravation or pre-existing conditions) where notice can be a vital issue and how the employer’s response impacted the claim.

9:15 – 9:30 **Networking Break—visit exhibitors**

Oakleigh C Suggested audience—Medical Providers, Nurse Case Managers, Adjusters

9:30 – 10:45 Ethical Practices in Caring for Injured Workers

Moderated by: Suzy Douglas, RN, Medical Services Coordinator, BWC

Presenters: Kate Payne, JD, RN, NC-BC, Associate Professor of Nursing, Center for Biomedical Ethics and Society, Vanderbilt University Medical Center

Health care ethics is about the standards of behavior that inform us how human being ought to act related to the care of patients. Broadly speaking, the ethics of occupational medicine is to improve the health of the population by identifying work related health risks and treating related disease and injury. The health of the company is closely tied to the health of the employee. At the end of this presentation participants will be able to:

1. Define and describe ethics in the care of patients and workers as patients.
2. Identify principles of medical ethics and how they apply in occupational health.
3. Compare and contrast ethical obligations in clinical care with those in occupational health.
4. Formulate an approach for dealing with ethical dilemmas with working patients.

Mirabella E Suggested audience—Attorneys, Mediators, Employers

9:30 – 10:45 (Ethics for Attorneys Pt. 1)—Decorum in the Court Act II--The Employee Strikes Back

Presenters: Hon. Audrey Headrick, Judge, Court of Workers' Compensation Claims

Hon. Robert Durham, Judge, Court of Workers' Compensation Claims

Hon. Brian Addington, Judge, Court of Workers' Compensation Claims

The Judges of the Court of Workers' Compensation Claims will present two hour-and-a-half ethics presentations this year. This session is built around a skit that raises ethical issues. The skit will be stopped at opportune times to allow for (1) audience participation of the ethical issues presented in the skit, and (2) consideration of the ethical provisions governing the issues. Subjects to be discussed include:

- Attorney advertising
- Claims by attorneys about their abilities, reputations, and access to medical testimony
- The solicitation of inaccurate testimony by witnesses
- Whether an attorney is insulated from ethical violations by acting through an employee or representative or through family members of the client.

Cambridge AB Suggested audience—Employers, Adjusters

9:30 – 10:45 Workers' Comp 101

Moderated by Kyle Jones, Communications Coordinator, Tennessee Bureau of Workers' Compensation

Presenter: Jeff Francis, Assistant Administrator, Tennessee Bureau of Workers' Compensation

Want to know how to save money on workers' compensation? Prevent the injury. Want to know how to save money on your workers' compensation claims after an injury occurs? Attend this presentation. Attendees at this presentation should expect to learn:

- Ways to improve the workplace culture, reduce or eliminate workplace injuries and save money
- Ways to turn a workers' compensation claim into a workers' recovery plan
- Ways that employers may be negatively influencing their workplace culture regarding workplace injuries
- The impact that a workplace culture has on the cost and length of recovery in workplace injuries.
- The major statutory requirements of the current Tennessee workers' compensation laws that are important for all stakeholders to know.
- The latest updates to the Tennessee Workers' Compensation Act, as well as Bureau Rules or Policies and the effective date(s) of those updates. Updates include:
 - How long employees have to report an injury
 - When and how to put together a panel of physicians
 - When should employers report a claim to their insurance carrier

Mirabella A-D Suggested audience—Employers, Adjusters, Nurse Case Managers

9:30 – 10:45 Handling Claims with Self-represented Employees

Moderated by Jamie Wisdom-Ballou, Program Coordinator, Information Services, BWC

Presenters: James (JV) Thompson, Member, Rainey, Kizer, Reviere, & Bell, P.L.C.

Successful handling of claims with self-represented (“pro se”) claimants is, by nature, the goal of all interested parties in the workers’ compensation system. However, particular challenges can arise in working with such claimants, for the courts, claims representatives, and defense counsel alike. Mandatory contacts and notices of the workers’ compensation system are a starting point, but deeper conversations on the medical treatment process, disability benefits calculations, and the potential impact on the claimant’s future employment can soon arise—and that’s assuming no disputed issue (e.g., causation, impairment, treatment approvals) are triggered. Communications logistics and lack of relationship between the claimant and the other players can also compound problems. The objectives of this presentation are to (a) review the rules, regulations and other points of law on communications with self-represented claimants; (b) address roadblocks to successful claim resolution due to the claimant’s self-represented status; and (c) discuss practical solutions for claims representatives, counsel, and the court to explain and work through the claims process under relevant workers’ compensation law. The target audience is claims representatives and counsel, although involvement with ombudsmen, mediators, and court personnel will be discussed. This presentation will address:

- Rules on required and prohibited communications for claims representatives and counsel to self-represented claimants;
- Questions on explaining the law and claims process, versus offering legal advice, through various stages of the claim process;
- The Workers’ Compensation Court’s role in hearing and responding to presentations from self-represented claimants;
- Practical discussions on communication logistics with self-represented claimants; and
- Engaging assistance from other resources (local employer contacts, ombudsman’s office, etc.).

10:45 – 11:00

Networking Break—visit exhibitors

Oakleigh C Suggested audience—Medical Providers, Nurse Case Managers, Employers, Adjusters

11:00 – 12:15 PET (Prevention-Early Intervention-Treatment) Approach to Workers’ Compensation Injuries and Reducing Unwarranted Variations in Back Pain Care

Moderated by: Robert B. Snyder, MD, Medical Director, Tennessee Bureau of Workers’ Compensation

Presenter: Roy Johnson, MD, Medical Director and President, Middle Tennessee Occupational and Environmental Medicine, Inc.

Michael Modic, MD, Sr. Vice President, Population Health and Professor of Radiology and Radiological Sciences

A coordinated approach to injuries to workers has not been the norm. By providing a systematic approach, better results may be obtained. In the first portion of this presentation, Dr. Johnson will explain how it works and the results. Try to prevent if you can. Start early and get the treatment ASAP.

Learning Objectives:

1. Understand how this approach differs.
2. Explain the rationale.
3. Assess the improvement in results.

Variations in treatments for the same condition have led to significant differences in outcomes—in some cases poorer results, increased cost and longer disability. Dr. Modic will explore this phenomenon in back pain care and offer solutions.

Learning Objectives:

1. Explain why variations occur.
2. Apply analysis to back pain care in workers.
3. Understand possible solutions.

Mirabella E Suggested audience—Adjusters, Attorneys, Mediators, Employers

11:00 – 12:15 **The Compensation Conundrum—Examining the Many Points of View in a Complicated Claim**

Moderated by Olivia Yearwood, Workers' Compensation Compliance Specialist 1, BWC

Presenter: Jeff Francis, Assistant Administrator, Tennessee Bureau of Workers' Compensation

Stephen K. Heard, Attorney, Of Counsel, Cornelius & Collins, LLP

Steve Karr, Attorney, Flexer Law, PLLC

Adjusting workers' compensation claims is not easy. It is not unusual for adjusters that handle Tennessee claims to have 125 or more open files at any given time or to handle claims in 3-5 states. In some instances, even injuries that seem, on the surface, to be work-related can require a lot of time, and time is a precious commodity for adjusters. Determining compensability, even in a minor injury, can be one of the most difficult decisions adjusters must make. This session will examine the conundrum caused when denying compensability might be more legally-defensible than morally-defensible. It will highlight the multiple points of view involved when compensability is an issue.

Cambridge AB Suggested audience—Employers, Adjusters, Attorneys, Mediators, Nurse Case Managers, Medical Providers

11:00 – 12:15 **Top 10 Questions or Issues with Workers' Compensation**

Moderated by: Jeannie Henderson, Workers' Compensation Mediation Supervisor, BWC

Presenter: Duane Willis, Senior Attorney, Morgan & Akins, PLLC.

The law changed for workers compensation in 2014, and Tennessee has had almost 5 years to incorporate the new system. While the new administrative system has proven successful, there are still some questions and concerns held by employees, employers, adjusters, attorneys, and even the judges and administration at the Bureau of Workers Compensation. This presentation is to discuss overall the system and its progress over the last five years, starting with the law changes and how they have been implemented over that time frame. Subsequently, a generalized presentation of what questions the presenter has commonly heard over that time frame will be discussed.

Around the conference, there will be boxes regarding issues attendees are currently having with the workers compensation process in Tennessee. These issues will cover several aspects of the workers compensation spectrum, from recent changes in the laws, to adjuster requirements, to evidentiary issues or court rules and regulations. Those issues will be tabulated and presented at the conference, with the speaker discussing different viewpoints on the top 10 issues, and addressing how to deal with the issues presented in a manner that creates the best chances of resolution for all parties involved. Subsequently, a general question and answer period will be conducted to answer any outlying questions not previously considered in the presentation.

Mirabella A-D Suggested audience—Attorneys, Mediators, Adjusters

11:00 – 12:15 Medicare Set-Aside Agreements: Helping Injured Workers Decide Between Self-Administration and Professional Administration

Moderated by: Lisa Armstrong, Mediating Specialist, Bureau of Workers' Compensation

Panelists: Brian Bargender, Business Consultant, Humana

Paul Sighinolfi, Senior Managing Director, Ametros

The benefits of closing medical benefits to injured workers, employers, and insurance carriers are abundant. As the practice becomes more common place, more and more injured workers find themselves navigating the complex world of Medicare on their own. This session will explore the pitfalls of self-administration including the reporting requirements, billing processes, Medicare Advantage Parts C&D, Medicare Secondary Payer Rules, and common errors committed by injured workers. The panel of experts will also discuss the benefit professional administration provides to injured workers, employers, and insurance carriers. Come learn how you can protect your organization from Medicare chaos.#

12:15 – 1:30 Lunch (Provided)

Breakout Sessions—1:30 – 4:30 pm

Oakleigh C Suggested audience— Employers, Adjusters, Attorneys, Mediators, Nurse Case Managers, Medical Providers

1:30 – 2:45 A Century of Progress and Perspective: Workers' Compensation in Tennessee

Moderated by Hon. Marshall Davidson, Presiding Judge, Workers' Compensation Appeals Board

Panelists: Hon. Timothy W. Conner, Judge, Workers' Compensation Appeals Board

Hon. David F. Hensley, Judge, Workers' Compensation Appeals Board

Ronald McNutt, Staff Attorney, Subsequent Injury and Vocational Rehabilitation Fund

Hon. Allen Phillips, Judge, Court of Workers' Compensation Claims

As Tennessee commemorates the 100th anniversary of the passage of its Workers' Compensation Act, it is important to revisit the historical underpinnings of that law, the societal changes leading to the enactment of such laws nationwide, and the important events in Tennessee that culminated in the "Grand Compromise." This session will feature a panel of experts who studied that history and authored the Bureau's new book, "A Century of Progress and Perspective: Workers' Compensation in Tennessee." Like most areas of the law that touch people where they live, the winding story of workers' compensation's one-hundred-year journey has, at times, not been without its share of controversy. Come learn the *rest of the story!*

Mirabella E Suggested audience—Medical Providers, Nurse Case Managers, Employers, Adjusters

1:30 – 2:45 Cannabis, Opioids and Telemedicine—Not all at once!

Moderated by: Jim Talmage, MD, Assistant Medical Director, Bureau of Workers' Compensation

**Presented by: Mark Pew, Sr. Vice-President, Product Development and Marketing, Preferred Medical
Robert B. Snyder, MD, Medical Director, Bureau of Workers' Compensation**

The medical cannabis legislation made significant progress in this legislative session but was delayed until next year. It will impact Worker's Compensation, the "only" questions are when, how and how much.

Learning Objectives:

1. Define cannabis and its limits.
2. Explain its uses, possible benefits and potential harms.
3. Understand its impact on workers' compensation.

From a national perspective, the landscape for opioids and cannabis in workers' compensation shifts rapidly. To explore what is going on and apply it to Tennessee, Mark Pew, a nationally recognized expert will give us insights and foresights.

Learning Objectives:

1. Hear about the national issues.
2. Learn how it applies to Tennessee.
3. Explore near term actions.

Have you heard the news? Telemedicine and telehealth are coming to Tennessee and to workers' compensation. "That train has left the station!" Defining the differences and the role it will play is the focus of this part of the presentation. Learning Objectives:

1. Explain the difference between telemedicine and telehealth.
2. Understand the present status and uses.
3. Hear the Bureau's present thoughts.

Cambridge AB Suggested audience—Employers, Adjusters, Nurse Case Managers, Attorneys, Mediators

1:30 – 2:45 2018 Workers' Compensation Benchmarking Study: Advancing Medical Performance Management

Moderated by: LaShawn Pender, Workers' Compensation Program Coordinator—Memphis, BWC
Presented by: Anne Kirby, RN, Chief Compliance Officer & VP of Care Management – Rising Medical Solutions

Findings from the latest Workers' Compensation Benchmarking Study confirm industry leaders are evolving beyond traditional medical management approaches. Year after year, ever-escalating medical costs threaten effective claims management and organizational viability causing claims payers to enlist progressive thinking.

Claims and medical leaders who participated in focus group research for the 2018 study provided answers to the medical management challenges that have been outlined in every benchmarking study since 2013, the first year of the study's inception. In this session, Anne Kirby of the study's director, Rising Medical Solutions, will share how top claims organizations are overcoming soaring medical costs and improving injury recovery results.

Mirabella A-D Suggested audience—Attorneys, Mediators, Adjusters

1:30 – 2:45 Death Benefits—Explained

Moderated by: Jane Salem, Attorney 3, Court of Workers' Compensation Claims, BWC

Presented by: David Drobny, Principal, Manier & Herod
Steven Fifield, Senior Attorney, Rocky McElhaney Law Firm

Benefits paid to families of workers killed on the job are misunderstood by employers, insurers, and stakeholders. Tenn. Code Ann. § 50-6-101 et. seq. does not have a section dedicated to death benefit payments. This creates confusion. This presentation will navigate the audience through all relevant statutes, including sections 209, 210, 102, and 204, among others, piece together a clear picture of benefits owed and not. Focus on case law will also be important to a clear understanding of who has a claim, how the claim value changes, and how to resolve benefit payments in complex situations.

Ten year old case law confuses those seasoned in workers compensation benefit calculation. In 2008, effective for the 2009 legislative year, the legislature made a key change to one definition of the Act which altered the maximum total compensation award owed in most death cases. This will be explained and addressed. Most misunderstanding of death benefit calculation comes from this error. Attendees will be presented an overview of the scope of issues which arise and what the statute says

about them. Special circumstances will also be covered, including: foreign dependents, maternity/paternity disputes, and children passing from minors into the age of majority.

2:45 – 3:15

Networking Break—visit exhibitors

Mirabella E Suggested audience—Attorneys, Mediators, Employers

3:15 – 4:30 (Ethics for Attorneys Pt. 2)—People Say the Darndest Things About Legal Ethics—What Lawyers and Judges Can Learn About Legal Ethics From Non-Lawyers

Moderated by Cheryl Ploeger, Workers' Compensation Mediation Specialist, BWC

Presented by: Hon. Allen Phillips, Judge, Court of Workers' Compensation Claims
Hon. Thomas Wyatt, Judge, Court of Workers' Compensation Claims

Panelists: Nicole Billings, Mediation Specialist, Chattanooga

Elizabeth Covington, Ph.D.

Danny Brandon, Mediation Specialist, Jackson

Eric Fenstemaker, Ph.D., Program Coordinator, Knoxville

Madeline Shelly, Mediation Specialist, Knoxville

The second legal ethics session is built around video-recorded interviews of non-lawyers asked to give answers about whether lawyers or judges can engage in specific conduct. The video presentation will be stopped after each set of responses to allow for (1) audience participation, (2) consideration of the responses, and (3) consideration of the ethical provisions governing the issues raised by each fact situation. Subjects to be discussed include:

- The use of false information during settlement negotiations
- Representing two clients in the same litigation
- A lawyer's use of personal philosophies to argue a claim
- Gifts to a judge and/or the judge's staff
- Delaying a claim to obtain a tactical advantage
- Offering not to report illegal activity if the adverse party offers a favorable settlement
- Consideration of ex parte communications after the closure of proof in a claim
- Directly contacting parties to litigation through other persons
- Personal investigation of facts by a judge

Cambridge AB Suggested audience—Employers, Adjusters, Nurse Case Managers, Medical Providers

3:15 – 4:30 Return-to-Work / Stay-at-Work: Keys to Reducing Workers' Compensation Injury Costs

Moderated by Matthew Salyer, Clerk, Workers' Compensation Appeals Board, BWC

Presented by: Dan Headrick PT, CEASIII, ASTYM, BS, STAR Physical Therapy

Brian Holmes, Director, Mediation and Ombudsmen Services of Tennessee, BWC

This program will explore best practices to reducing workers' compensation injury costs through return-to-work and stay-at-work programs. Please join our discussion about identifying job demands, communicating with physicians, and the advantages of keeping the injured worker in the workplace. The presentation will also include information about the Bureau's Next Step Program, which helps injured workers, who are unable to return to their pre-injury employment, start a new career.

**Mirabella A-D Suggested audience—Medical Providers, Nurse Case Managers, Adjusters, Employers
3:15 – 4:30 “Wounded Warrior Syndrome” and Legacy Claims**

Moderated by Suzy Douglas, RN, Medical Services Coordinator, BWC

**Presented by: Dr. Jeffrey Hazlewood, Board Certified in Physical Medicine and Rehabilitation,
subspecialty Board Certification in Pain Medicine**

Becky Curtis, Pain Management Coach, Founder of Take Courage Coaching

Rosalie Faris, RN, BSN, CCM, COHN-S – Occupational Managed Care Alliance, Inc.

Jenna Jefferson, RN, BS, CDMS, CCM, Care Management Consultants, Inc.

Chris Scoma, PT, DPT, COMT, OCS, CEAS, Results Physiotherapy

Injured workers with chronic pain can become caught in a cycle of opioids, ineffective treatment and disability. They are prescribed medications that impair their ability to function and participate in their family and community. They endure multiple procedures that provide limited if any relief or functional improvement. They find themselves becoming their diagnosis and having no hope of returning to any meaningful function. The idea of being unable to return to any type of “work” has left them hopeless and helpless.

The Restart FX team will provide guidance on how a Functional Restoration program can impact the recovery of the Injured Worker with chronic pain and reduce the incidence of the “WOUNDED WORKER SYNDROME.”

OBJECTIVES:

- The participant will be able to:
- Identify “red flags” for development of wounded worker syndrome.
- List non-procedural options available to the MD to improve the outcome of the chronic pain patient.
- Identify how the latest research on the brain and pain relate to relearning and pain management
- Gain understanding of the role Pain Management Coaching plays in reshaping the learned phenomenon of chronic pain
- Learn how coached clients acquire knowledge and implement effective pain-management strategies with the guidance of a coach.
- Identify the role that a Physical Therapist plays in the functional recovery of the chronic pain patient.

With changes in opioid guidelines, treatment guidelines, changing medical information and the Reform Act of 2013, legacy claims have been affected. Is it better or worse for those poor patients? Topics discussed will include:

1. How has the handling of legacy claims changed since the 2013 Reform Act?
2. Has the imposition of treatment guidelines and the drug formulary affected your activities?
3. What processes are in place to make sure that the treatment or other activities are related to the covered claim?

Learning Objectives:

1. Assess the effects of the reform act on catastrophic care.
2. Understand the impact of changing guidelines.
3. Learn about how to assess them.

4:45 – 7:00 Kids’ Chance Fundraiser Auction Oakleigh A-C

Friday General Sessions

All Friday sessions are in Mirabella A-E

8:00 – 9:15 Case Law Update

Introduced by Jeff Francis, Assistant Administrator, Tennessee Bureau of Workers' Compensation
Presenter: Fred Baker, Attorney, Wimberly, Lawson, Wright, Daves, & Jones

In 2013, Tennessee's workers' compensation law underwent fundamental reforms. As a result of those reforms, workers' compensation cases are now initially decided by the Court of Workers' Compensation Claims, and those decisions are appealed to the Workers' Compensation Appeals Board. In this session, attendees will learn about significant cases that have been decided pursuant to the 2013 reforms, including how those cases may have changed the interpretation and application of the law, and will gain insight into what the participants in the workers' compensation system may expect as we move into the future.

9:15 – 9:30 Worker Memorial Presentation

Introduction by Jeff Francis, Assistant Administrator, Tennessee Bureau of Workers' Compensation

On April 28, 1970 Congress passed the Occupational Safety and Health Act which established OSHA. It was signed into law by President Richard Nixon on December 29, 1970, promising workers the right to a safe and healthful workplace. In the 47 years since, workplaces have evolved and more jobs fall outside the traditional nine to five timeslot. And, fatality rates have fallen. It is estimated by the USDOL that some 14,000 workers were killed on the job in 1970. That number fell to 4,340 in 2009 even though the nation's workforce doubled. However, workplace hazards remain and fatalities still occur.

This session will raise awareness about the need to strengthen our commitment to make jobs safer and will honor those Tennessee workers killed at work from May 1, 2017 through April 30, 2018. Sessions that follow will highlight the preventable nature of most workplace accidents and ill health.

9:30 – 9:45 **Networking Break—visit exhibitors**

9:45 – 10:00 Recognition of the Inaugural Sue Ann Head Award Winner

Presenter: TBD

Sue Ann Head was appointed as the Assistant Director of the Tennessee Workers' Compensation Division in May 1979, and the Director in 1982. She went on to lead the agency for over 30 years. Her service to this industry did not end with state government. Sue Ann served on the Executive Committee of the Southern Association of Workers' Compensation Administrators (SAWCA), including time as the President. She also served on the Board of Trustees for the International Workers' Compensation Foundation (IWCF), oversaw legislative reforms passed in 1992 and 2004 and implemented most of the programs within the Bureau today. She was the guiding force behind the first presentation of this conference. Sue Ann passed away in May 2018.

As part of its 2019 Centennial Celebration recognizing 100 years of workers' compensation in Tennessee, the Bureau will present the inaugural *Sue Ann Head Award for Innovation and Excellence in Tennessee Workers' Compensation*. This award honors the legacy of Administrator Sue Ann Head who retired in 2012 after more than 40 years of service to the agency.

The recipient of the Award, an individual or stakeholder who has introduced new strategies to claims management that have resulted in positive measureable outcomes, gone above and beyond the standards

expected in administering their workers' compensation program, instilled a workers' compensation culture based on trust, cooperation and mutual interests, understood the concerns of injured workers and their families, and set an example to others in their field will be recognized during this session.

10:00-10:30 Legislative Update

**Presenter: Troy Haley, Administrative Attorney, Legislative Liaison, TN Bureau of WC
Representative Clark Boyd, District 46, Tennessee General Assembly**

In this presentation, the Bureau's Legislative Liaison, joined by XX, will present all legislative changes related to workers' compensation that were made during the most recent session, provide the dates of implementation, and explain their impact on the current system.

**10:30-11:45 Returning Catastrophic Injuries to Life and Work—A Case Study of 3rd Degree Burns:
Treatment, Recovery and Return to Work**

Introduction by Kourtney Sanders, Supervising Mediation Specialist, BWC

**Presenters: Shirley Vincent, RN, Owner, Guardian Medical Consultants
Travis Reynolds, Sales and Safety, Nucor Steel
William Hickerson, MD, FACS, Medical Director, University Plastic Surgeons
Martha Herron, RN, Occupational Health Nurse, Nucor Steel**

Employees that suffer catastrophic burn injuries can successfully treat, recover, thrive and return to a productive life, if the injured worker, the employer, physician and medical case manager work together as a team toward mutual goals. The team in this session will present a case study of a 29-year old man who sustained catastrophic 3rd degree burns to his face and neck in a work-related accident. During this session, the individual team members will explain the complex medical treatment, obstacles, creative solutions and ongoing challenges faced in the long recovery process. The injured worker will share his personal experience and recount how he was successfully able to return to his life and career. The panel will then open for questions.

11:45-12:00 Closing Comments

Abbie Hudgens, Administrator, Tennessee Bureau of Workers' Compensation