



in association with...



15th Annual... Workers' Compensation Holiday Conference

Thursday, December 10th, 2009
Quorum Hotel - Tampa
700 N. Westshore Boulevard, Tampa, FL 33609
(813) 289 - 8200

Join us as we close out our 20th Anniversary year! This year's program is sure to be a winner!

You can register online at wccp.org by either completing the transaction online or downloading a registration form and mailing or faxing with payment.

We look forward to seeing you there!

Agenda

- 7:30 - 8:20 a.m. **Registration & Wake-up Coffee**
- 8:30 - 9:30 a.m. **"The Big 3" of Workers' Compensation**
The WCCP's Advanced Medical program digs deep into the vitals of occupational injury as we focus on the "Big 3": Co-morbidities, (obesity, poor circulation, diabetes, etc.), the Aging Work Force, and Antibiotic Resistant Infections. These unforeseen monsters can turn routine claims in complex costly claims; yet new data is available that may help "separate the wheat from the chaff" and contain those runaway exposures! *Speaker: Kevin Glennon, BSN, CDMS, Total Medical Solutions (1 Hr Optional)*
- 9:30 - 10:30 a.m. **Managing the Inappropriate Use of Narcotics in the Treatment of Occupational Injuries**
The escalating use of narcotics in treatment of occupational injury has become the greatest financial threat to workers' compensation of this decade. In this high-level workshop, a nationally-known scientist and pharmaceutical expert will present meaningful research findings and practical strategies for controlling the mismanagement of these out-of-control costs.
Speaker: Frank Fornari, PhD, Dominion Diagnostics, N. Kingstown, RI (1 Hr Law)
- 10:30 - 11:00 a.m. **Sponsored Break**
- 11:00 - 12:00 p.m. **The Eight Deadliest Words and Phrases in Claims Correspondence**
For many claims professionals, writing is an anxiety provoking exercise, and the wrong word or phrase can effectively kill the intended message for the recipient and increase adversity in claims management. In this constructive and humorous workshop, a nationally known communications specialist gives participants actual case histories, presents a review of various writing samples, and points out the do's and don'ts of writing that removes this anxiety and improves the quality of formal claims communication.
Speaker: Dr. Gary Blake, MS, The Communication Workshop (1 Hr Optional)
- 12:00 - 1:00 p.m. **Sponsored Lunch**
- 1:00 - 2:00 p.m. **Florida Bar Workshop: The Return to Work Crisis: Employability vs. Placeability**
In today's world, whether or not an injured employee is working is not determinative in a claim for PTD. Unfortunately, the realities of today's weakened economy are that, instead of 10 jobs for every candidate, there are likely to be ten or candidates for every job; thus, employability has now given way to *placeability*. It's not whether an individual can work; it's, "Can they find a job?" So how does an employer defend a claim for PTD with the specter of the "Odd Lot Doctrine" laying the background? This workshop will raise your awareness of issues you must consider in your decision to stand and fight or seek a compromise. *(1 Hr Law) Speaker: TBA*
- 2:00 - 3:00 p.m. **Florida Bar Workshop: The Top Ten Cases of 2010: A Case Law Update**
The 1st DCA has been busy this year and has delivered a host of important decisions that affect the delivery of medical benefits, the impact of vocational capacity and employability, and the heart and hypertension crisis. Delivered in the popular Letterman-style format, you'll hang on every word waiting for #1 as two of Florida's finest give an update of this year's most significant decisions.
Speakers: Barbi Feldman, Ross Vecchio and Torben Madson, Alvarez, Sambol, Winthrop & Madson, P.A. (1 Hr Law)
- 3:00 - 3:30 p.m. **Holiday Break and Door Prizes**
- 3:30 - 4:30 p.m. **Keeping Ethics in Claims Management across Decades of Adversity**
The responsibilities of a claims adjuster are often quite daunting, and the requirement to keep the best interests of an insured or claimant as one's highest ethical priority...especially over decades of adversity...can be a mountain too high for many to climb. In this final workshop of the WCCP's 20th anniversary year, nationally known speaker, Carl Van, brings an inspirational message for claims professionals of all ages and lines of business...a message that will provide the perfect ending to one of our most challenging years. *(1 Hr Ethics)*
Speaker: Carl Van, President, International Insurance Institute