

“We received a lot of information -- now we need to put it to good use!”

Rick Bacheller

Safety Coordinator, Baldwin Family Health Care

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Join Coverys Workers' Compensation Services for its timely, engaging, and information-packed webinars that are designed specifically for you. As the healthcare industry continues to evolve, we know you understand the importance of continued education on health and safety in the work environment. The webinars in the 2017 series will be instructive and relevant as both internal experts and specialists from around the country will speak on important topics that healthcare providers encounter daily.



OSHA's New Electronic Recordkeeping Rule

Wednesday, February 15, 2017

11 a.m.–noon Eastern

Who Should Attend?

- Nurses
- Department managers and supervisors
- Physical therapists and PT assistants
- Directors and assistant directors of nursing
- Safe patient movement/handling committee members
- Human resource personnel
- Workers' compensation managers
- Quality improvement team members
- Safety committee members
- Education coordinators
- Administrators

Continuing Education Credit

This session may be eligible for up to 1.0 credit hour through your affiliation with other professional organizations, educational establishments, or other credentialing organizations. Please check with the governing board of these entities for applicability.

Program Description

OSHA has released a final rule, requiring many employers in high-hazard industries to electronically submit their injury/illness data in a manner that will be publicly visible starting in July 2017. The e-recordkeeping rule also significantly expanded worker anti-retaliation protections (in all workplaces) and gave OSHA's authority to impose fines of up to \$125,000 for Section 11(c) violations, even where the employee does not file a complaint. This presentation will address the new mandates, such as injury/illness reporting procedural obligations, posting, recordkeeping, and employee training requirements. In addition, the speaker will explain which employers are subject to the data submission provisions, provide an update on the status of litigation challenging the rule, and discuss in detail the rule's impact on safety incentive, disciplinary, and drug testing programs.

Our Presenter



Adele L. Abrams, Esq., CMSP, is an attorney and Certified Mine Safety Professional who is president of the Law Office of Adele L. Abrams P.C. in Maryland, Colorado, and West Virginia. It is a 10-attorney firm that represents employers in OSHA and MSHA litigation nationwide and handles environmental matters in multiple states across the U.S. Abrams also provides consultation, safety audits, and training services to regulated companies.

She is admitted to practice in the Maryland, District of Columbia, and Pennsylvania bars; the U.S. District Courts of Maryland, District of Columbia, and Tennessee; the U.S. Court of Appeals, District of Columbia Circuit 3rd Circuit, and 4th Circuit; and the United States Supreme Court. She is a graduate of the George Washington University's National Law Center and earned her BS in journalism from the University of Maryland, College Park. Abrams is an active member of the American Society of Safety Engineers, the National Safety Council, and is also on the board of the Chesapeake Region Safety Council. She is secretary of the ASTM E34 Committee and is co-author of the ASSE textbooks, the Safety Professional's Handbook, and Construction Safety Management and Engineering.

The Big Switch: Why Shift From Compliance to Risk?

Wednesday, March 22, 2017

11 a.m.–noon Eastern

Who Should Attend?

- Management team
- Employee/occupational health
- Risk managers
- Safety officers
- Supervisors and managers
- Workers' compensation personnel
- Human resources

Continuing Education Credit

This session may be eligible for up to 1.0 credit hour through your affiliation with other professional organizations, educational establishments, or other credentialing organizations. Please check with the governing board of these entities for applicability.

Program Description

The occupational health and safety (OHS) profession has been undergoing a significant transformation in the past 10 years, beginning with the realization that, despite our best efforts, fatalities and serious injuries continue to occur, even among organizations with “best in class” programs. An introspective look at our profession led to a significant transformation away from injury-based, compliance-based programs to the development of safety management systems that provide for continuous improvement and focus on risk reduction. Forward-thinking organizations are moving away from zero injury goals — they have learned just because no one gets hurt doesn't mean everyone is performing safely, and just because an organization has a few minor recordables doesn't mean it is unsafe. This presentation will take a closer look at where we have been as a profession and where we are going, providing a sound platform for using risk and systems thinking as the foundation for OHS programs.

Our Presenter



Pamela Walaski, CSP, CHMM, is the director of health and safety for GAI Consultants, Inc. She is a professional member of ASSE and is the current area director for Region VIII; a member of the Society Finance Committee; a member of the Council on Professional Affairs Committee; and the student section liaison for the Western Pennsylvania Chapter. She is also a member of the Indiana University of Pennsylvania Safety Science Advisory Board and the University of Pittsburgh Safety Engineering Certificate Advisory Committee.

Walaski is a regular contributor to the ASSE *Professional Safety* journal and was an editor on the *Consultants Business Development Guide*, published by ASSE in April 2015. She has been a general session presenter at the ASSE Professional Development Conference every year since 2005 and was part of the development team and instructors for the highly acclaimed ASSE Risk Assessment Certificate program. In 2011, she published a book called *Risk and Crisis Communications: Methods and Messages*.



Home Care and Your Personal Safety: For Home Healthcare Professionals

Wednesday, April 19, 2017

11 a.m.–noon Eastern

Who Should Attend?

- All employees who visit patients in the home
- Safety and security officers
- Human resources
- Workers' compensation personnel
- Risk management personnel
- Education coordinators

Continuing Education Credit

This session may be eligible for up to 1.0 credit hour through your affiliation with other professional organizations, educational establishments, or other credentialing organizations. Please check with the governing board of these entities for applicability.

Program Description

Home healthcare providers deliver a much valued service, as they care for and improve the well-being of their clients. Yet, in some situations, these employees face unique risks to their own personal safety. These employees travel to less familiar neighborhoods to provide care in private homes. They work in areas where they do not control the environment, including working in homes where there may be upset or delusional clients or family members, illegal drug use, or aggressive pets.

To care for their clients, home healthcare professionals need to take care of themselves as well. In this webinar, employees learn that their personal safety begins with preparation before the visit, includes traveling to and from the home, and what they should or should not do while in the client home.

Often, home healthcare employees ask challenging questions such as, “What if the neighborhood seems dangerous?” or “What do I do if a client or family member appears angry?” During this session, MaryAnn L. Northcote will share common sense answers to help employees feel more comfortable when dealing with these concerns.

Our Presenter



MaryAnn L. Northcote, CPP, CHSP, has been the director for the safety and security department at Henry Ford Macomb Hospital since 2007. As the hospital safety officer, she is responsible for planning, organizing, and directing all aspects of safety and security functions hospital wide and in off-site premises. Northcote investigates incidents and studies new techniques for improving the hospital's safety and security programs. Previously, she worked for Trinity Health for 29 years in areas pertaining to healthcare safety and security. Northcote was instrumental in the Environment of Care process, Joint Commission Mock Survey Inspections, and designing programs that reduce employee injuries. To begin her career, she worked for 10 years at St. Joseph Mercy Oakland in Pontiac, Michigan, where she progressed from officer, to supervisor, to investigator, and lastly became the director of safety and security.



Building the Business Case for Patient Mobility

Wednesday, May 17, 2017

11 a.m.–noon Eastern

Who Should Attend?

- Department managers and supervisors
- Directors of nursing
- Safe patient movement/handling committee members
- Quality improvement team members
- Finance and capital committee personnel

Continuing Education Credit

This session may be eligible for up to 1.0 credit hour through your affiliation with other professional organizations, educational establishments, or other credentialing organizations. Please check with the governing board of these entities for applicability.

Program Description

The benefits of mobilizing patients have gained much greater general awareness and regulatory support since the groundbreaking work on it by the Veterans Health Administration 15 years ago. Still, many organizations struggle in creating, justifying, and executing successful patient mobility programs in the face of many competing organizational, funding, and regulatory priorities.

This webinar will present expert guidance on how to create a business case for patient mobility and how, done well, the business case can help you to:

- Understand the total value and costs of alternative approaches to mobilizing patients
- Identify the best program to invest in and justify the investment
- Guide successful implementation

Our Presenter



John Celona, BS, JD, president and founder of Decision Analysis Associates, LLC, has over three decades of experience as a management consultant in decision analysis and strategy development in industries ranging from A (automobiles) to Z (zinc mines).

Celona teaches enterprise risk management and healthcare risk management in the Stanford Center for Professional Development and is a guest lecturer for the decision analysis courses in the School of Engineering at Stanford University. In addition, he is on faculty for the Academy of the American Society for Healthcare Risk Management (ASHRM) and American Course in Drug Development and Regulatory Sciences.

Celona is co-author of *Decision Analysis for the Professional*, a textbook first published in 1986, now in its fourth edition and in use at Stanford University and around the world. His newest book, *Winning at Decision Litigation through Decision Analysis* was published in 2016 as part of the Springer Series in Operations Research and Financial Engineering. Celona has a BS in industrial engineering and engineering management from Stanford University and a JD from Hastings College of the Law. He is a member of the California Bar Association and clerked for the Supreme Court, state of Hawaii.



Post-Injury Investigation

Wednesday, September 20, 2017

11 a.m.–noon Eastern

Who Should Attend?

- Supervisors and managers
- Workers' compensation personnel
- Human resources
- Employee/occupational health staff
- Safety officers

Continuing Education Credit

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Program Description

The state-required First Report of Injury (FROI) is the very first step of the claims investigative process. The information contained in the FROI is certainly a start in the investigative process, but it is only the beginning of information that needs to be developed when investigating a new claim.

The purpose of the investigation is to establish whether the employee's alleged injury was, in fact, work related. Obtaining details and documenting the injury/accident facts promptly following the allegation is necessary in order to ensure that the events are clear before time erodes or modifies the recall. Details obtained during the investigation are critical in evaluating compensability.

This presentation is designed to explain the investigative process and its bearing on compensability decisions. Focus will be on the purpose of a thorough claims investigation and the part you play as the employer. Attendees will walk away empowered to influence the investigative process with new methods and resources used and a greater understanding of the importance of the team approach while gathering claim details and verifying information gathered and reported.

Our Presenter



Jennifer Tierney, CWCP, manager, Workers' Compensation Services at Coverys, has been in the workers' compensation and disability claims management industry for more than 20 years. She is responsible for ensuring internal claims operation quality standards and consistent client services for the areas of workers' compensation, medical only claims, and cost containment. Her additional experience comes from adjudicating disability and workers' compensation claims in the healthcare and non-healthcare fields.

Tierney has participated in establishing return-to-work programs and has provided employee and management training. Prior to joining Coverys, she was employed by Blue Cross/Blue Shield as a benefit technician. Tierney earned an associate's degree from Oakland Community College in business administration. She is licensed as an adjuster for fire and workers' compensation claims in the state of Michigan.



Returning Injured Workers to Work

Wednesday, October 18, 2017

11 a.m.–noon Eastern

Who Should Attend?

- Employee/occupational health professionals
- Infection control professionals
- Human resource personnel
- Directors and assistant directors of nursing
- Workers' compensation managers
- Department managers and supervisors
- Quality improvement team members
- Safety committee members
- Administrators

Continuing Education Credit

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Program Description

Returning injured workers to work reduces claim costs and improves overall outcomes. Often, employers are reluctant to consider modified duty options before complete recovery. This session will provide you with resources that can improve your ability to accommodate injured workers.

Learning Objectives:

- Describe the benefits of worker accommodation
- Describe ways to develop return-to-work strategies
- Know how to use Coverys' return-to-work tools
- Identify the top five areas where injuries occur

Our Presenters



Jennifer Tierney, CWCP, manager, Workers' Compensation Services at Coverys, has been in the workers' compensation and disability claims management industry for more than 20 years. She is responsible for ensuring internal claims operation quality standards and consistent client services for the areas of workers' compensation, medical only claims, and cost containment. Her additional experience comes from adjudicating disability and workers' compensation claims in the healthcare and non-healthcare fields.

Tierney earned an associate's degree from Oakland Community College in business administration.



Dee Tyler, RN, COHN-S, FAAOHN, medical management director, Workers' Compensation Services, has worked in the nurse case management industry with a primary focus on disability claims and loss prevention services as well as return-to-work program development and occupational/employee health consulting. Tyler has considerable experience in occupational health and safety issues that affect the healthcare. Tyler is a registered nurse with a

degree from Lakeview Medical Centers' School of Nursing and is certified as an occupational health nurse with a fellow designation in occupational health nursing.

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open until one week prior to the session. We encourage you to share this information with other personnel in your facility. As the conference dates approach, eligible participants will receive log-in instructions via email.



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