



**Workers' Compensation
Claims Association
Spring Seminar 2009**
April 14, 2009

We would like to acknowledge and thank all the sponsors and volunteers for their contributions! And thank you to our Platinum Sponsors!

		
		
		
		
		
		
		



**WCCA Spring Seminar Program
April 14, 2009**

7:00 – 8:00	Registration and Continental Breakfast
8:00 – 8:10	President's Welcome – Erin Nielsen
8:10 – 9:10	Medical and Psycho - Social Aspects of Pain Management Charles Salzberg, MD, Andrew Barnes, Ph.D; NW Occupational Medical Center. Sponsored by Providence MCO &
9:10 – 10:00	Responsibility - How to Defend A Responsibility Claim Norm Cole and Ron Holloway; Sather, Byerly & Holloway, LLP
10:00 – 10:15	Break-Visit Vendors
10:15 – 11:15	Dealing with Difficult People: Strategies to Decrease Conflict Ken Sewell, Ph.D, Progressive Rehabilitation Associates
11:15 – 12:30	Buffet Lunch
12:30 – 1:30	Customer Service - It's All In The Delivery Jennifer Flood, WCD; Allison Johansen, Abeton; Beth Karecki, OME; Susan Martin, Workforce Dynamics; Jerry Wilson, Farmers
1:30-2:30	What To Expect During an Audit Sally Coen, Kristi Hart, WCD
2:30 – 2:45	Break-Visit Vendors
2:45 – 3:45	Dupe Dr. Paul (IME Credit) Paul Williams, MD, Neurosurgeon, Abeton
3:45 – 4:00	Closing Remarks / Raffle Prizes