



Boise Centre East  
195 S Capitol Blvd, Boise, ID

**May 25**



**IDAHO**

**INDUSTRIAL COMMISSION**

**ANNUAL SEMINAR ON  
WORKERS' COMPENSATION**

**2023**

# May 25

Boise Centre East  
195 S Capitol Blvd, Boise, ID

## REGISTRATION: \$120

\$142 after March 31 early bird deadline.

Visit [iic.idaho.gov](http://iic.idaho.gov) to register.

## CONTINUING EDUCATION CREDITS

The Commission is applying for 5.0 hours of continuing education credits from the following CE platforms:

- 5.0 credit hours from the Idaho State Bar
- 5.0 credit hours from The Idaho Department of Insurance
- 5.0 credit hours from The Commission on Rehabilitation Counselor Certification
- 5.0 Credit hours from The Commission for Case Manager Certification
- 5.0 credit hours from The Certification of Disability Management Specialist

Check the Commission's website for confirmation of final CE offerings.

## PARKING

Each participant will be provided a day pass for the ParkBOI facilities.

Visit [parkboi.com](http://parkboi.com) for directions, parking rates and center details.

## WHO SHOULD ATTEND?

The annual seminar was created to educate all who participate in the Idaho workers' compensation system regarding current rules, procedures, and to provide an opportunity for dialogue and networking on a variety of timely topics.

Employers, attorneys, safety and human resource managers, insurers, self-insured employers, third-party administrators, claim-closure service providers, insurance agents, injured workers, union representatives, medical providers, service provider staff who handle billing and documentation, managed care organizations, and vocational rehabilitation providers are encouraged to attend. In fact, anyone interested in the Idaho workers' compensation system will find valuable information at the Idaho Industrial Commission Annual Seminar on Workers' Compensation.

We look forward to seeing you there! If you have any questions, please contact Amy Berg, or call 208-334-6013.

# SEMINAR SCHEDULE

*\*Schedule is subject to change.*

**REGISTRATION . . . . . 8:00-8:30 a.m.**

**WELCOME . . . . . 8:30-9:00 a.m.**

**KEYNOTE . . . . . 9:00-10:00 a.m.**

- Claims Advocacy  
Dr. Claire Muselman - CM Advising

**BREAK . . . . . 10:00-10:15 a.m.**

**BREAK OUT SESSIONS . . 10:15-11:15 a.m.**

- Ethics  
Joe Pirtle - Idaho State Bar Council
- Considerations for Returning to the Workplace After Experiencing Concussion or Mild Traumatic Brain Injury  
Dr. Caroline Faure, EdD - Idaho State University & Brent Faure, MS; ATC-L -Portneuf Medical Center's Concussion Clinic
- NCCI Update on the Idaho WC System and Our Latest WC Research  
Todd Johnson - National Council on Compensation Insurance

**LUNCH . . . . . 11:15 a.m. - 12:30 p.m.**  
**INCLUDED AS PART OF REGISTRATION**

**BREAK OUT SESSIONS . . . 12:30-1:30 p.m.**

- Labor Market Surveys and Workers'

- Compensation  
Amber Maxwell - Maxwell Vocational and Counseling Services, LLC.
- Occupational Health Visits Using On-Demand Virtual Care  
Timothy M. Ruth, MD - St. Luke's Primary Care Services and Consumer Access & Experience
- How Recent Decisions Impact Adjusting Workers' Compensation Claims  
Nicole O'Toole & Mark Peterson - Hawley Troxell

**BREAK . . . . . 1:30-1:45 p.m.**

**BREAK OUT SESSIONS . . 1:45-2:45 p.m.**

- Using Active Listening to Identify Other's Interests and Needs  
Jennifer Poole - Industrial Commission
- Work Place Mental Injuries  
Sarah DeBoard Marion, PhD - St. Luke's Rehabilitation Hospital

**BREAK . . . . . 2:45 -3:15 p.m.**

**CASE LAW REVIEW . . . . . 3:15-4:15 p.m.**

- Matthew Vook - Peterson, Parkinson, & Arnold, PLLC & Matthew Pappas - Anderson, Julian & Hull, LLP



Materials will be available to download from <https://iic.idaho.gov>.

# SEMINAR SPEAKERS

## KEYNOTE



**Dr. Claire Muselman**  
CM Advising

Dr. Claire Muselman is the Glitter Bomb of Workers' Compensation, bringing passion-filled purpose and energy with a dose of glitter and sparkles to the risk management and insurance space through her consulting firm, CM Advising. She is also creator of The Orange Lab – transforming programming, training, and education in the workers' compensation industry.

Dr. Claire's prior experience includes almost two decades in insurance, being a gamechanger and thought leader in workers' compensation. She created the first-ever Workers' Recovery Unit, designed the first Workers' Compensation Center of Excellence, co-hosted ADJUSTED - a claims podcast, co-founded The Transitions, and is a weekly contributor for Featured News on WorkersCompensation.com, a monthly editorialist for The Experts View on WorkersCompensation.com, a monthly contributor Captive.com, sharing her love for innovation in the workers' compensation space. Dr. Claire has her own column with WorkCompCollege, Claire's Corner, where she showcases meaningful and purpose-driven topics within workers' compensation. She also has her own column with BLOOM, Coffee & Conversations, where she shines light into sparkly parts of life twice per month and is Editor-in-Chief Extraordinaire of the BLOOM hard copy magazine. In her free time, she can be found pouring into students as an Adjunct Professor at Drake University with a focus in Management, Leadership, Business Strategy & Public Speaking.

By combining a solid business foundation with her passion for creating a better experience through emotional intelligence, empathy, and customer-centricity, Dr. Claire inspires others to ultimately make good things happen for people. Dr. Claire also believes it is her duty and a responsibility to add seats to any table she is invited to participate. She is an Ambassador for the Alliance of Women in Workers' Compensation, Board Member for Kids Chance of Iowa, Advisory Board Member for WorkCompBlitz, Advisory Board Member for WorkCompCentral, Board Member for the Claims and Litigation Management Alliance (CLM) – Workers' Compensation Advisory Board; Dean of Workers Compensation for CLM's Claims College, Faculty for Work Comp College, and Advisory Board Member for the Paramedics Program at Des Moines Area Community College.

Dr. Claire also speaks nationally on a variety of topics specific to leadership, self development, insurance, workers compensation, and risk looking to change the industry one professional at a time. "Those with whom we are empowering today will be the decision-makers tomorrow. Advocacy is not enough, we need empathic, emotionally intelligent leaders who understand the bigger picture of helping employees feel seen, heard, acknowledged, valued and safe; returning injured humans to functional, contributing members of society; and more importantly, making sure our colleagues are able to return to their families as well as their lives.

"The ripple effect matters."



**Amber Maxwell**  
Maxwell Vocational and Counseling Services, LLC.

Amber Maxwell is a skilled Vocational Rehabilitation Counselor with four years of experience from the Idaho Division of Vocational Rehabilitation and, more recently, experience in the forensic setting as a Vocational Expert. She currently holds the following credentials: Certified Rehabilitation Counselor, Licensed Professional Counselor- Idaho, National Certified Counselor, Certified Vocational Evaluator, Certified Life Care Planner, Certified Idaho Workers' Compensation Specialist- foundational level, Work Incentive Practitioner, and Certified Career Counselor. She is committed to providing a personal experience focused on the exploration of vocational prospects through strategies anchored in evidence-based practices.



**Nicole O'Toole**  
Hawley Troxell

Ms. O'Toole is an associate at Hawley Troxell and works closely with Mr. Peterson with workers' compensation and administrative law litigation, including occupational licensure defense. She also assists with medical indigency cases, as well as employment and contract matters. Ms. O'Toole is also involved with the special needs community as a support broker and advocate for children in Medicaid's developmental disability program.



**Joseph N. Pirtle**  
Idaho State Bar

Joe Pirtle joined Bar Counsel's office in April 2022. Prior to that, Joe was a shareholder and civil litigation attorney with Elam & Burke in Boise. Joe received his B.S. in Business Finance from the University of Idaho in 2001 and his J.D. from the University of Idaho College of Law in 2004.

Joe was an inaugural class member of the Idaho Academy of Leadership for Lawyers, and later served on its steering committee. He is also a past chairperson of the Idaho State Bar Litigation Section and served as a mentor for the Idaho Trial Skills Academy. Joe recently concluded service on the Attorney Well Being Task Force, and previously served many years as a member of the Idaho Lawyer Assistance Program.



**Jennifer Poole**  
Idaho Industrial Commission Mediator

Current mediator for the Idaho Industrial Commission and Jennifer also serves with other mediators across the country as an instructor for the IAIABC/NAWCJ Workers' Compensation Mediators' College. With over 15 years of service Jennifer functioned as Program Analyst, a Claims Supervisor, and as an instructor for the Certified Idaho Workers Compensation Specialist Program prior to her role as mediator. Jennifer has been an Idaho Certified Professional Mediator since 1996 and currently serves as Vice President of the Idaho Mediation Association board, chairs the IMA grants and fundraising committee and is a member of IMA's Training and Education Committee. She has been teaching mediation, conflict resolution, constructive communication, and Restorative Justice since 1999 as adjunct faculty at Boise State University and throughout Idaho with her company, Resolution Empowered Mediation and Training.

## BREAK OUT SESSIONS



**Brent Faure, MS ATC-L**  
Director of Sports Medicine, Portneuf Medical Center and Coordinator of Portneuf Medical Center's Concussion Clinic

Brent Faure serves as the Director for Sports Medicine at Portneuf Medical Center and the Coordinator of its Concussion Clinic. In addition to working extensively with patients experiencing sport-related concussion and other types of mild traumatic brain injury, Brent has directed the hospital's community outreach sports medicine program for more than 32 years. He has extensive experience in coordinating and delivering a multi-disciplinary approach to health care for patients of all ages and backgrounds.



**Todd Johnson**  
National Council on Compensation Insurance

As a senior state relations executive, Todd Johnson is responsible for NCCI's regulatory and legislative affairs, including rate filings, legislative pricings, rules and form filings, and residual market issues. He supports the Pacific Northwest states of Montana, Wyoming, Oregon, Washington, Alaska, and the great state of Idaho.

Prior to joining NCCI in 2017, Mr. Johnson served as the Director of Workers Compensation for a national TPA specializing in public entities. He was also the Managing Director for all residual market servicing carrier operations with a national WC carrier. Additionally, he led the claim operation for a workers compensation reinsurance company providing oversight of all licensed carriers, public entities, and self-insured companies.



**Matthew O. Pappas**  
Anderson, Julian & Hull, LLP

Mr. Pappas has been in practice in Idaho for 23 years. He graduated from the University of Idaho in 1997 with a BS in Political Science and completed law school at the U of I in the spring of 2000. He currently is the firm's Senior Partner in charge of its Worker's Compensation division. Matt has worked in the fields of worker's compensation, subrogation and personal injury since joining the firm in 2004. He has represented clients before the Idaho Industrial Commission, in Idaho's State and Federal Courts and the Ninth Circuit Court of Appeals. He also has experience in the areas of estate planning, probate, and firearms trusts. When not working, Matt likes to spend his spare time fishing and camping in the Idaho wilderness with his wife, two children and dogs.



**Timothy M. Ruth, MD**  
St. Luke's Primary Care Services and Consumer Access & Experience

Timothy M. Ruth, MD is a Board-Certified Family Physician with 22 years of clinical experience. After completing his residency in family medicine, he served eight years of active duty with the U.S. Air Force as a family physician and flight surgeon. He joined St. Luke's in 2008 and has worked in both family medicine and urgent care. Dr. Ruth continued to serve in the Idaho Air National Guard until August 2022 as the flight surgeon for the 190th Fighter Squadron, as well as the Chief of Aerospace Medicine and the Chief of Medical Staff for the 124th Medical Group. He is also a senior FAA Medical Examiner. His interests include military and aviation medicine, urgent care, family medicine, and telehealth. In his free time, he enjoys fishing, camping, playing music, skiing, and spending time with his wife and children.



**Dr. Caroline Faure, EdD**  
Professor and Chair, Department of Human Performance and Sport Studies, Idaho State University

Dr. Caroline Faure is widely recognized as one of Idaho's most recognized authorities on the subject of sport-related concussion. She has done extensive teaching and research related to the subject and has authored and published more than two dozen peer-reviewed manuscripts. In 2010 and again in 2012, she led efforts to enact legislation to better protect Idaho's youth and high school athletes. She continues to provide concussion-related educational resources and training to athletes, parents, sport leaders and health care providers throughout the state.



**Sarah DeBoard Marion, PhD**  
St. Luke's Rehabilitation Hospital

Dr. Marion completed her postdoctoral residency at UCLA's Neuropsychiatric Institute after completing her doctoral training at Fuller Graduate School of Psychology and predoctoral internship at the Medical University of South Carolina. Dr. Marion came to St. Luke's from Saint Alphonsus Rehabilitation Services where she specialized in outpatient brain injury and dementia evaluations. Her clinical practice included positions at Neurobehavior services and Southern California Neurology Consultants at Huntington Memorial Hospital.

In addition to clinical work, Dr. Marion is an associate professor of psychology at Northwest Nazarene University. She has also served as a professor at Point Loma Nazarene University and Fuller Graduate School of Psychology.



**Mark Peterson**  
Hawley Troxell

Mr. Peterson is a partner at Hawley Troxell and defends numerous employers and sureties at all stages of workers' compensation matters including at hearings and mediations before the Idaho Industrial Commission and in appellate matters before the Supreme Court of Idaho. Mr. Peterson's workers' compensation experience spans from small companies to some of the largest employers and insurance companies in the world. His experience also includes representing employers and sureties in compliance matters before the Idaho Industrial Commission. Mr. Peterson also handles medical fee schedule disputes on behalf of both sureties and providers.



**Matthew J. Vook**  
Petersen, Parkinson, & Arnold, PLLC

Matthew Vook is an attorney with Petersen, Parkinson & Arnold residing in the Magic Valley and handling workers' compensation and personal injury cases. His prior work experience includes the Idaho Industrial Commission and Liberty Mutual Insurance. Matt grew up in the Boise area and served in the United States Navy after high school. He is a graduate of Boise State University and earned his law degree at Gonzaga University School of Law. Matt currently sits on the board of Kids Chance of Idaho and is a council member of the Workers' Compensation Section of the Idaho State Bar. In 2022, he received certification as a Workers' Compensation Specialist from the Idaho Trial Lawyers Association.



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