

Washington Claims School

Presented by Reinisch Wilson Weier PC
June 14, 2017  Lake Oswego, Oregon



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Agenda

7:30 to 8:00 AM: Registration & Continental Breakfast

8:00 AM: 2016 Significant Washington Appeals and Supreme Court Decisions

Presented by Attorneys Charles P. Pearson and Christy A. Doornink

Integrity in Claims Investigation: Legal & ethical issues

Presented by Steve Starkel, President, Miles Investigations, Beaverton, Oregon

10:00 - 10:15 AM: Break

Claim Resolution Options: Strategies for employers

Presented by Attorneys Shawna G. Fruin and Sara K. Wong

**Claim Resolution: Permanent Total Disability/
Combined Effects Pensions**

*Presented by Attorneys Anna M. McFaul and Mary F. Hannon, and by
LaNae Lien, Claims Operations Manager, Washington Dept. of Labor & Industries*

12:15 - 1:15 PM: Lunch

**1:15 PM: Impairment Rating - How to begin to know, what you don't
know, about the AMA Guides, 5th Edition**

Presented by Irene Suver, President, Panel of Consultants, Seattle, Washington

2:15 - 2:30 PM: Break

Coverage Decisions, Guidelines and Utilization Review

*Presented by Dr. Lee Glass, Associate Medical Director, Washington Department
of Labor & Industries*

3:30 - 5:30 PM: Hosted Social: Stanfords

(Located at 14801 Kruse Oaks Blvd., Lake Oswego, 503-684-8443)



Reinisch Wilson Weier PC At-A-Glance

The Facts

Founded in 1983

Office Locations

- » Portland
- » Seattle

Practice Areas

- » Washington Workers' Compensation Defense
- » Oregon Workers' Compensation Defense
- » Washington Industrial Safety and Health Act Defense
- » Longshore and Harbor Workers' Compensation Defense

Practice Groups: Attorneys and Legal Staff

- » Oregon: 45
- » Washington: 30

www.rwwcomplaw.com

Reinisch Wilson Weier PC provides decades of experience and expertise as the Pacific Northwest's largest dedicated workers' compensation defense counsel to leading self-insured businesses, insurers and claims services companies in Washington and Oregon:

Leadership: since our inception in 1983, our attorneys have resolved nearly 30,000 of some of the most complex workers' compensation claims cases.

Strategy: focusing on our clients' interests, we promote and aggressively defend their goals whether in negotiation or in adversarial litigation.

Execution: we develop and execute creative administrative action plans, engage in cost-effective negotiations and present well-organized arguments to achieve the best possible outcomes.

Education: we continually share our time and experience as leaders and speakers in over 30 educational seminars and individualized training to clients, associations and the industry annually.

As statutes and administrative rules have evolved, so have our attorney's success before administrative law and appellate judges in both Washington and Oregon.

We provide more than advice and representation. We provide confidence. ■



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Casondra J. Albrecht

Casondra Albrecht is an attorney in the firm's workers' compensation practice. Casondra rejoined Reinisch Wilson Weier PC where she was a legal secretary before beginning law school. She is resident in the Portland office.

Born and raised in a tiny town in central Utah, Casondra aspired to be a lawyer starting in the sixth grade when she made her first business card. After relocating to Oregon, Casondra completed her bachelor degree in the evenings while working for the firm. During law school, Casondra clerked for the Marion County District Attorney and in private practice with an employment lawyer. She also served as president of the Willamette Women's Law Caucus, assisted the Legal Research and Writing class and wrote for Willamette Law Online. Casondra rejoined the firm in 2014 as a law clerk and joined the workers' compensation practice upon admission to the Oregon State Bar in 2014. She was admitted to the Washington State Bar Association in 2015.

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Oregon State Bar, 2014
- » Washington State Bar Association, 2015

Client Service

A successful workers' compensation practice requires not only an understanding of the applicable law, but also the ability to help clients meet their goals. I serve my clients knowing they operate in a fast-paced field that requires focus on the details as well as the big picture. Communication is essential; I am always available to provide personalized attention and advice in a prompt manner.

In order to provide the most effective advice, I strive to continue to educate myself about changes in the legal and medical field. I understand every client has needs as unique as the claims themselves, and I develop defense strategies with those needs in mind.

Education

- » Juris Doctor, Willamette University College of Law, 2014
- » Bachelor of Science, Criminal Justice, ITT Technical Institute, 2010

Professional Memberships and Activities

- » Oregon Women Lawyers
- » Mary Leonard Law Society
- » Multnomah County Bar Association
- » Oregon State Bar Workers' Compensation Section

Read more about Casondra at: <http://rwwcomplaw.com/person/casondra-j-albrecht>



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Christy A. Doornink

Christy A. Doornink is the President and Managing Attorney of Reinisch Wilson Weier PC, the Pacific Northwest's largest dedicated workers' compensation defense law firm. Christy's Washington litigation practice focuses on representing self-insured and state-fund insured employers, and third party claims administrators in all aspects of Washington workers' compensation matters.

Christy earned a bachelor's degree with distinction from Iowa State University in 2000, in Philosophy and Environmental Studies. She then moved west to attend law school at Northwestern School of Law of Lewis and Clark College. Christy obtained her juris doctor in 2003, along with a certificate in Environmental and Natural Resources law. While in law school Christy was awarded a Blackstone Fellowship and clerked for the Oregon State Bar. Christy has been with Reinisch Wilson Weier PC since shortly after law school, where she discovered that the intersection of law and medicine involved in workers' compensation is the perfect practice to fit her interests and aptitudes.

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Oregon State Bar, 2003
- » Washington State Bar Association, 2005

Client Service

I enjoy assisting clients with navigating the ever-increasing challenges of the Washington workers' compensation system, and strive to cultivate long-term working relationships with my clients. I realize that every claim is unique and requires attention to be paid to details. I like to maintain ongoing communication with clients while handling a file, to ensure we are together developing the best strategy possible for the employer. Although some matters can only be resolved through litigation, I make concerted efforts to explore efficient and cost-effective settlements whenever appropriate.

Education

- » Juris Doctor, Northwestern School of Law of Lewis & Clark College, 2003
 - » Certificate in Environmental and Natural Resources Law
- » Bachelor of Arts, Philosophy (with distinction), Iowa State University, 2000

Professional Membership and Activity

- » Washington Self-Insurers Association
- » Oregon Women Lawyers
- » Oregon Women Lawyers Awards Committee, 2012-present
- » Alliance Defending Freedom
- » Blackstone Fellow
- » Mentor for Lewis and Clark First Year Law Student Program
- » Race for Justice Committee for St. Andrew Legal Clinic
- » Volunteer for Girls on the Run
- » Mentor for Imprint Program
- » Volunteer for Ronald McDonald House
- » Volunteer for Oregon Food Bank
- » Philanthropic Educational Organization (P.E.O.)

Read more about Christy at: <http://rwwcomplaw.com/person/christy-a-doornink>



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Shawna G. Fruin

Ms. Fruin focuses her practice on Washington workers' compensation defense, and is a resident in the firm's Portland office. She believes strongly in working toward the integrity of the workers' compensation system. Ms. Fruin is passionate about representing clients in workers' compensation matters, and believes that every case should be handled promptly, with proper care, enthusiasm, and attention to detail.

Client Service

My goal as an attorney is to offer knowledgeable, enthusiastic, and prompt legal services to my clients. I believe it is critical to be fully conversant in Industrial Insurance Appeal case law so that clients can appreciate the likely outcome if specific matters are litigated.

The laws of workers' compensation are extensive and complicated, and providing excellent client service requires understanding the details of each case and the applicable law so that I can offer sound advice and a well-founded strategy. I understand the value of a properly-functioning worker's compensation system, and am privileged to play a role in providing employers with strong defense counsel to ensure the integrity of the system.

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Oregon State Bar, 2011
- » Washington State Bar Association, 2012

Education

- » Juris Doctor, University of Texas, 2011
- » Bachelor of Arts, Whitman College, 2003

Previous Professional Memberships and Activity

- » Wilsonville Farmer's Market Grant Coordinator
- » Big Brothers Big Sisters

Read more about Shawna at: <http://rwwcomplaw.com/person/shawna-g-fruin>



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Mary F. Hannon

Mary Hannon is a litigation attorney in the firm's Washington practice group for workers' compensation defense and is based in the Portland office. Mary joined Reinisch Wilson Weier PC in June 2016. Her practice is devoted to communicating, advising and representing the best interests of her clients in all aspects of workers' compensation matters. Mary is also admitted to practice in Oregon and Maryland.

While studying at the University of Baltimore in Maryland, Mary gained significant legal experience through various internships, including interning for the Baltimore City Circuit Court, Baltimore City State's Attorney's Office Homicide Division, Montgomery County State's Attorney's Office Family Violence Division and the Federal Public Defender's Office.

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Oregon State Bar, 2014
- » Washington State Bar Association, 2015

Upon returning to Portland, Oregon, after obtaining her juris doctorate, Mary worked as a Special Prosecutor and volunteer clerk at the Multnomah County District Attorney's Office where she prepared and prosecuted misdemeanor jury trial cases. From there, Mary transitioned to civil litigation, working first at a civil foreclosure firm representing financial institutions and corporate entities in foreclosures followed by an insurance defense firm representing companies along with insureds of large insurance carriers against claims involving products liability, premises liability and claims arising from the alleged negligent use of motor vehicles.

Client Service

An effective and successful strategy with regard to workers' compensation requires an understanding of the applicable law, open communication, attention to detail and an understanding that each claim requires individualized attention and care. With these in mind, I make a point of ensuring I am accessible to my clients as they are my first priority. In addition, I am detail-oriented and understand that each claim is unique and may require a specifically-tailored approach. Whether litigating, aggressively processing a claim or achieving a settlement, I know every claim requires a fresh perspective to achieve the best outcome for my client.

Education

- » Juris Doctor, University of Baltimore School of Law, 2012
- » Bachelor of Arts, University of Portland, 2008

Professional Memberships and Activities

- » Member, Multnomah County Bar Association
- » Member, Oregon Women Lawyers

Read more about Mary at: <http://rwwcomplaw.com/person/mary-f-hannon>



Jennifer Kramer

Jennifer Kramer is a partner in the Reinisch Wilson Weier PC Seattle office where she is a member of the Washington workers' compensation litigation team. During the past 15 years of her legal practice, Ms. Kramer has witnessed the implementation of statutory amendments by the legislature often brought about by changes in the medical field. She welcomes the challenges new legislation brings when developing legal strategies for her clients.

Client Service

I decided to work as an attorney in the field of workers' compensation law early in my legal career because I enjoyed the interplay between statutes, rules, case law and agency administrative practices. Workers' compensation law has always been in a state of constant fluctuation. During the last fifteen years, I have witnessed the implementation of statutory amendments by the legislature, all in the context of an ever-changing medical field.

The interaction between the medical field and this particular area of the law presents unique challenges to those working within it. As workers' compensation laws have changed, so too, has the practice of medicine. The changes to both have not always functioned well together in the context of claim administration. In an area of the law, which is driven by medical determinations, I rely on the principles embodied in workers' compensation statutes, case law, and administrative rules and policies, in order to guide claims to a correct resolution under the law.

From a practical standpoint, I strive to provide each client with personal attention, in a prompt and speedy manner. I aggressively approach my work in a collaborative fashion, often utilizing a team-approach. Cost is always a consideration, so with that in mind, I employ creative strategies to solve difficult issues.

Education

- » Juris Doctor (*cum laude*), Seattle University, 1995
- » Bachelor of Arts (*cum laude*), Western Washington University, 1990

Professional Membership and Activity

- » Washington Self-Insurers Association

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Washington State Bar Association, 1999

Read more about Jennifer at: <http://rwwcomplaw.com/person/jennifer-a-kramer>



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Anna M. McFaul

Anna M. McFaul graduated from Washington State University with a Bachelor's Degree in Political Science in 2002. She worked briefly in education, and then went on to graduate from Gonzaga University School of Law in 2006. While in law school, Anna worked as a law clerk for two years and was elected Marketing Editor for Gonzaga Law Review. In 2006, Anna passed the Washington State Bar and began practicing personal injury and employment law.

Anna then went on to work as an Assistant City Attorney to the City of Yakima, where she prosecuted criminal matters, as well as assisted with employment and contract issues, as well as advising the city council on various legal issues. Anna was chosen as a conference speaker at Washington Association of Municipal Attorneys and conducted police trainings.

In 2010, Anna moved to Portland, Oregon and focused her work on representing employers in litigated Washington Workers' Compensation cases. Anna currently defends employers in Washington Workers' Compensation cases at the Department, Board, Superior Court and Court of Appeals levels.

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Practice Areas

- » Oregon Workers' Compensation Defense

Admissions

- » Oregon State Bar
- » Washington State Bar Association
- » U.S. District Court, Eastern Washington

Client Service

I believe that to receive the most effective representation, an employer must be provided solid advice regarding the feasible options to move a claim towards resolution. I review all of the details and relevant factors to provide my clients with efficient claims management advice, creative resolution recommendations, and aggressive litigation strategies.

I approach my work aggressively and utilize a team based approach with each claim. I am easily accessible and provide each client with personalized attention in a prompt and speedy manner. I ensure that the team working the claim is kept up to date about each important aspect of the claim.

I find the interaction between the medical and legal aspects of this field of law fascinating. I stay abreast of the constant changes in the medical and legal aspects in order to always keep my clients up to date on new information that affects their claims.

Education

- » Juris Doctor, Gonzaga University School of Law, 2006
- » Bachelor of Arts, Political Science, Washington State University, 2002

Read more about Anna online at: <http://rwwcomplaw.com/person/anna-m-mcfaul/>



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Charles P. Pearson

Charles P. Pearson, an associate attorney with Reinisch Wilson Weier PC, handles a variety of workers' compensation defense matters. He is admitted to practice law in Washington, Oregon, Florida and Georgia.

Prior to joining Reinisch Wilson Weier PC, Charles practiced law as part of a boutique civil litigation firm serving clients in Florida and Georgia, where he was able to garner a high degree of practical experience in both of state and federal law. Notably, upon passing the Florida Bar Examination with one of the highest scores in Florida, Chief Judge Joseph Lewis Jr. invited Charles to participate in the First District Court of Appeal's new attorney induction ceremony as an honorary speaker.

Contact

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Washington State Bar Association, 2017
- » Oregon State Bar, 2016
- » Florida State Bar, 2015
- » Georgia State Bar, 2015

Charles graduated *magna cum laude* from Florida Coastal School of Law, where he was a staff editor for the Florida Coastal Law Review and award-winning advocate on the nationally-ranked Moot Court Honor Board. Not only was the Honor Board ranked number one in the nation for the two consecutive years that Charles was a member, he personally won a number of advocacy awards, including a national best advocate award, a national championship, two national semi-finalist awards, a regional best advocate award, a regional semi-finalist award and a regional quarter finalist award. As a successful competitor, Charles had the privilege of arguing in front of several federal circuit court judges and state supreme court justices—one of the highlights of his law school experience.

Client Service

Communication, attention, and integrity—these are the qualities that a client should demand from an attorney. I strive to offer these very traits. Firstly, I believe that an essential part of my role as an attorney is to update, inform and explain. A client should never be left in the dark. Secondly, a client should be able to rely upon his or her attorney, knowing full well that nothing will fall through the cracks. On this point, I take pride in my responsiveness and attention to detail. Finally, and most importantly, your attorney should be worthy of your trust. I will work hard to earn yours through honest and diligent legal representation.

Education

- » Juris Doctor (*magna cum laude*), Florida Coastal School of Law, Jacksonville
- » Master of Arts, Political Science, Portland State University
- » Bachelor of Arts, Political Science, University of California, Santa Barbara

Professional Membership and Activity

- » Member, Oregon State Bar Association

Read more about Charles at: <http://rwwcomplaw.com/person/charles-p-pearson>



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Steven R. Reinisch

Steven Reinisch, together with other experienced workers' compensation defense attorneys, founded the firm of Reinisch Wilson Weier PC with the vision of providing cost-effective legal advice and representation for companies and insurers involved in workers' compensation and related employment matters. Mr. Reinisch brings over 35 years of legal experience to his workers' compensation litigation practice, and he is resident in the firm's Portland office.

Client Service

Striving for excellence, commitment to creative and effective representation with integrity, the skill and insight of over 35 years of experience in employer representation in the Northwest, the belief that each client is our firm's most important client: this is the passion that I and our firm bring to your representation.

I am proud to be a member of a vital and driven group of highly qualified specialists who see your representation as our privilege. Whether it be relationship building through enduring business community and government agency contacts, or service to the community through membership on non-profit boards, your success remains my highest priority.

Contact

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Oregon State Bar, 1977
- » Washington State Bar Association, 1983

Education

- » Juris Doctor, Willamette University College of Law, 1977
 - » *Willamette Law Journal* Staff Member, 1976-77
- » Bachelor of Arts (*magna cum laude*), Willamette University, 1974

Read more about Steven at: <http://rwwcomplaw.com/person/steven-r-reinisch>



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Kendra M. Rychlick

Kendra Rychlick is an attorney in the firm's Washington workers' compensation practice group and is a resident in the firm's Seattle office. Kendra received a bachelor's degree from American University, in Washington, D.C. She then graduated from the University of Washington School of Law in 2015. During law school she clerked at the Oregon Law Center and spent a semester working at legal organizations in Dublin, Ireland, as a William Sampson Fellow. Kendra joined Reinisch Wilson Weier PC in 2016.

Client Service

My approach to workers' compensation defense is to keep sight of the big picture objectives as well as a focus on the details of each unique claim. I understand that each case is different and requires personalized analysis. By closely examining the details of each case, I develop strategies to help my clients meet their unique goals and needs. I know that communication is crucial in this fast-paced field, so I am always available to clients to offer attention and advice. I also strive to continue to educate myself about changes in the law and medicine in order to provide the most effective and efficient counsel possible.

Contact

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Washington State Bar Association, 2015

Education

- » Juris Doctor, University of Washington School of Law, 2015
- » Bachelor of Arts, International Studies, American University, 2010

Read more about Kendra at: <http://rwwcomplaw.com/person/kendra-m-rychlick>



Jennifer L. Truong

Jennifer L. Truong is a litigator in the firm's Washington practice. Jennifer provides defense services under the Washington Workers' Compensation and Washington Industrial Safety and Health acts. Before joining the firm, Jennifer represented employers before the Board of Industrial Insurance Appeals and Superior Courts and also provided corporate counsel services to a broad range of industries including hospitality, construction, transportation, staffing and healthcare. Jennifer joined Reinisch Wilson Weier PC in 2015.

Jennifer graduated from the University of Washington where she received a bachelor's degree in Communications with a minor in Political Science. She then attended Seattle University School of Law where she received her Juris Doctorate with honors.

Contact

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Practice Areas

- » Washington Workers' Compensation Defense
- » Washington Industrial Safety and Health Act

Admissions

- » Washington State Bar Association
- » U.S. District Court, Western District of Washington

Client Service

I enjoy working as a team with my clients to achieve efficient resolution of their legal needs. On a daily basis I strive to provide exceptional legal advice and litigation services based upon the strategic goals of each client. This is achieved through preparation and aggressive advocacy. My approach to client service is to maintain ongoing communication by being accessible and responsive.

Education

- » Juris Doctor, (*cum laude*), Seattle University School of Law, 2007
- » Bachelor of Arts, Communications (Political Science minor), University of Washington, 2004

Professional Memberships and Activities

- » International District Legal Clinic Volunteer, King County Bar Association
- » Member, WSBA Labor and Employment Law Section, 2007 to present
- » Executive Board Member, Greater Seattle Chamber of Commerce, 2011-13
- » Board Member, Vietnamese American Bar Association, 2011-13

Recognition

- » Washington "Rising Star," Super Lawyer Magazine, 2013

Read more about Jenn at: http://rwwcomplaw.com/person/Jenn_L_Truong



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Sara K. Wong

Sara is a litigator in the firm's Washington practice group for workers' compensation defense. Sara graduated cum laude from Lewis & Clark Law School with both Juris Doctor and Master of Law degrees. While there she earned a business law certificate and was an Associate Editor on the Animal Law Review. She enjoys giving back to her community and regularly earned Pro Bono and Community Service Honor awards while at Lewis & Clark. After graduating law school, Sara practiced at the Citizens' Utility Board of Oregon where she provided counsel on utility regulation, at a general litigation firm, and at another workers' compensation defense firm. Sara joined Reinisch Wilson Weier PC in 2016.

Client Service

My approach to workers' compensation defense emphasizes communication, custom tailored solutions, and the highest standards of professional integrity. Every claim is distinctive and I work closely with clients to realistically gauge a claim's strengths and weaknesses so that together we can determine how to best protect a client's unique interests. I provide an aggressive and detail-oriented defense, whether the end goal is settlement or litigation.

Contact

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Oregon State Bar, 2013

Education

- » Masters of Law (*cum laude*), Lewis & Clark Law School, 2013
- » Juris Doctor Law (*cum laude*), Lewis & Clark Law School, 2012
 - » Certificate in Business Law
 - » Associate Editor, *Animal Law Review*
 - » Pro Bono and Community Service Honors Award
- » Bachelor of Arts, Communication (*magna cum laude*), University of Memphis, 2008

Professional Memberships and Activities

- » Multnomah Bar Association
- » Oregon Self-Insurers Association
- » Oregon State Bar
 - » Worker's Compensation Section
- » Professionals in Workers' Compensation
- » Workers' Compensation Claims Association

Read more about Sara at: <http://rwwcomplaw.com/person/sara-k-wong>



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Washington Claims School



John M. Zanetti

John Zanetti is an associate in the Washington practice group and is based in the Portland office. John's practice is devoted to advising and representing employers in all aspects of workers' compensation matters. He is admitted to practice in both Washington and Oregon.

Before he embarked on his career as a lawyer, John lived and traveled in various parts of the world, including stints in South America, Europe, Africa and Asia. He even spent a year on the Indonesian island of Kalimantan as a Fulbright grantee.

Later, as a law student at Washington University in St. Louis, John was named a Scholar in Law and David M. Becker Fellow, and was elected Symposium Editor of the Global Studies Law Review. During the summers, John worked as a legal clerk in the trial division of the St. Louis Public Defender's Office. It was in that fast-paced environment where he gained litigation experience, ranging from deposing witnesses and arguing motions, to selecting juries and participating in over a dozen trials.

Before he joined Reinisch Wilson Weier PC, John served as General Counsel for a Midwestern brewery and brewing facility. As General Counsel, he was the point person for all of the company's legal needs so his practice necessarily encompassed a broad array of legal fields. Yet it was in the details and complexity of employment law where John truly felt at home, and which compelled him to focus his practice on advising and litigating on behalf of employers.

Contact

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Practice Areas

- » Washington Workers' Compensation Defense

Admissions

- » Washington State Bar Association, 2013
- » Oregon State Bar, 2014

Client Service

Effective counsel requires a strategy tailored to the unique nature of each claim and the client's desired resolution. To that end, I pay meticulous attention to detail to ensure no seemingly minor fact or novel legal issue gets overlooked. Broader financial and practical considerations are similarly critical as they form the backbone of the various strategic options I work tirelessly to outline for each claim. Whether we choose to litigate or pursue a creative resolution strategy, at the end of the day my goal as legal counsel is to make sure my clients have a clear-eyed view of the path forward.

On a more personal level, I strongly believe trust and open communication are indispensable to good legal service. With any claim, circumstances can shift without warning. In this messy and often unpredictable climate, clients deserve counsel that is readily available, listens carefully, and is devoted to working together toward a satisfactory resolution.

Education

- » Juris Doctor (*magna cum laude*), Washington University in St. Louis, 2013
- » Bachelor of Arts, Political Science (*magna cum laude*), University of Wisconsin – Eau Claire, 2006

Read more about John at: <http://rwwcomplaw.com/person/john-m-zanetti>



Guest Speaker: Lee Glass, M.D., J.D.

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Dr. Lee Glass
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Since, 1998, Dr. Lee Glass has been the Associate Medical Director for the **Washington State Department of Labor & Industries**, for which he serves as an executive-level policy advisor for cost-effective, quality health care and prevention services for workers and employers of the State of Washington. He also develops and implements policies, standards, positions, regulations, laws, projects and programs on a wide range of workers' compensation issues, among many other functions.

Dr. Glass received his medical degree from the University of Washington in 1983 where he was awarded the James W. Haviland Award for clinical excellence. He was a resident in Pathology at the University of Washington, 1984-85. He attended the London School of Tropical Medicine in 1995. He is also a Diplomate of the Royal College of Physicians, London, 1995, in Tropical Medicine and Hygiene.

He also received his Juris Doctor from the University of California, Davis, 1972, and his Bachelor of Arts degree in Sociology also from the University of California, Davis, 1969.



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Guest Speaker: LaNae Lien

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LaNae is the Self-Insurance Claims Operations Manager for the **Washington State Department of Labor and Industries**. Over the last 10 plus years she has worked in a variety of different roles at the Department, including positions as an adjudicator, claims consultant, and structured settlement supervisor. She works closely with a broad range of people providing consultation, mentoring and education on workers' compensation issues. As a result, she has developed thorough understanding of the Industrial Insurance Act, Washington Administrative Code, and case law/policies relating to the workers' compensation system.

In her current role, LaNae works in partnership with external and internal customers to contribute to a system that is protective of workers and effective for employers. ■



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Guest Speaker: Steve Starkel

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Steve Starkel is the president and CEO of **Miles Investigation**, Beaverton, Oregon.

He is a founding Partner of Miles Investigations, Inc. and currently serves as the President and CEO of the corporation. His growing company currently has operations in the Pacific Northwest, Midwest and East Coast. His company specializes in insurance claim investigation and undercover contract compliance for government agencies.

Mr. Starkel has been a Private Investigator for 30 years and in addition to running the company he carries his own investigation case load. He has performed and directed thousands of insurance claim and compliance investigations throughout the United States for government agencies, third party administrators, insurance companies, self-insured corporations and law firms that defend their claims.

Mr. Starkel graduated from Washington State University with a BA in Criminal Justice, a second major in Political Science and a minor in Sociology. ■



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Guest Speaker: Irene Suver

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Irene Suver is President of **Panel of Consultants**, Seattle, Washington.

The roots of the Panel of Consultants go back to the mid-1950's when Irene's father, Phillip J. Suver, M.D., a neurologist, began his medical practice and in 1978, with Irene, he created the Panel, drawing from his extensive private practice experience in formulating the firm philosophy. From the beginning, the Panel has focused on ensuring the highest quality medical evaluations possible, second opinion medical examinations and medical-legal consultations as the oldest panel in Washington State.

A focus on medicine was the firm philosophy from its inception. Dr. Suver initiated many of the standards now considered common today, from the formatting of reports to multi-examiner combined conclusions. Since 2000, the Panel expanded into a focus on evidence based medicine and the initiation of a five-step quality assurance system. Six years ago, the Panel initiated a three-step ratings check which has been in place since that time. Irene has a staff of four responsible for ratings benchmarking and quality assurance.

Irene received a double Bachelor of Arts degree from Whitman College and a Masters in Fine Arts from Carnegie Mellon University.

Irene has been President of the Panel since her father's passing in 2003. ■



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