



## PRACTICE MANAGEMENT FOR PARAPROFESSIONALS



### Mass Tort Academy Mission Statement

Mass Tort Academy's mission is to give mass tort professionals an innovative and comprehensive vehicle for business growth and success.

<b>Academy Advisor</b>	Jerise Henson
<b>Thinkific Tech Support</b>	<a href="https://support.thinkific.com/hc/en-us/requests/new">https://support.thinkific.com/hc/en-us/requests/new</a>
<b>Meeting Days and Times</b>	Asynchronous
<b>Office Hours</b>	Tues. & Thurs. 9am – 11am CST
<b>Support Email</b>	academy@masstortinstitute.com
<b>Phone</b>	888-789-TORT

### Course Description:

Paraprofessionals are the backbone of mass tort case management. They work directly with clients, often speaking to them more than the attorneys litigating their cases. Many mass tort law firms provide inadequate training particularly around why certain actions must take place when trying to resolve a mass tort claim.

**Practice Management for Paraprofessionals** aims to equip current and future workers with the background knowledge necessary to effectively perform their job duties and functions.

## **Required Textbooks and Course Materials:**

To successfully complete this course, students will need access to the internet.

## **Course Learning Outcomes**

Through course modules and assessments, students will demonstrate the ability to:

- Understand the mass tort legal industry, including how cases become mass torts and how they progress through the legal system.
- Identify and describe the characteristics of mass tort cases.
- Understand and meet client needs, exceed their expectations, and create a positive client experience.
- Work with a variety of legal staff including attorneys, paralegals, and vendors.

## **Course Expectations**

- This is an online, self-led course. The modules allow for a variety of ways to access the content. Your work will be done asynchronously and independently. You may move at your own pace. After each assessment, you will receive a grade for your results. Upon completion of the course, you will receive a verification of completion email and course completion certificate.
- Students are expected to display tolerance and respect in all communication. Communicate with others the same way you would in a traditional classroom. Comments and language should be respectful and appropriate for an online learning community. All comments should also follow acceptable grammar and spelling.

## **Special Needs Accommodations**

This course provides a variety of accommodations for students. Students can listen to audio lectures in lieu of reading text. Students can also download a .pdf version of the course, including all resource companions and assessments, and work offline.

## **Plagiarism Policy**

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own, without giving credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived at through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledge of an original author or source must be made through appropriate references, i.e., quotation marks, footnotes, or commentary. Examples of plagiarism include, but are not limited to, the following: the submission of a work, either in part or in whole, completed

by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; in written work, failure to use quotation marks when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; or close and lengthy paraphrasing of another's writing or programming. A student who is in doubt about the extent of acceptable paraphrasing should consult the instructor. Students are cautioned that, in conducting their research, they should prepare their notes by (a) either quoting material exactly (using quotation marks) at the time they take notes from a source; or (b) departing completely from the language used in the source, putting the material into their own words. In this way, when the material is used in the paper or project, the student can avoid plagiarism resulting from verbatim use of notes. Both quoted and paraphrased materials must be given proper citations.

**Academic Integrity Policy**

Students guilty of academic dishonesty, including plagiarizing, may not receive proof of completion of the course.

<b>Module</b>	<b>Title</b>	<b>COURSE MODULES AND DESCRIPTIONS</b>
<b>1</b>	<b>Basics</b>	In this module, students will learn about the history and process of Multi-District Litigation formation. This module will also give a brief overview of state court actions and MDL leadership positions including plaintiff’s counsel and defendant’s counsel.
<b>2</b>	<b>Tort Selection</b>	In this module, students will learn how to be strategic with selecting a mass tort to invest in by learning what factors to consider. This module will cover mass tort categories, FDA and federal preemption defenses, general vs. specific causation, as well as the importance of knowing your defendant.
<b>3</b>	<b>Attorney Support Roles in Mass Torts</b>	In this module, students will learn about the organizational structure of a mass tort practice. Topics include Paralegal and Law Clerk roles, Intake Specialists and Case Manager roles, Nurse reviewers and expert witness roles, as well as working with vendors.
<b>4</b>	<b>Client Intake</b>	In this module, students will learn how to screen and qualify clients to ensure they meet your firm’s initial criteria. Students will learn about utilizing strict, qualifying questions, what an intake packet consists of, how to set the Statute of Limitations, and why you should mine for additional claims. Students will also learn how to start a database and why it is a very important partner for a firm in the management of mass tort claims.

5	<b>Compensable Case™ Workup</b>	In this module, students will learn how to determine the criteria that claims must meet to continue towards resolution. Students will also learn how to prove a client's injuries through the process of ordering medical records, delivering proof of use/exposure, and injury verification.
6	<b>Litigation</b>	In this module, students will learn how to evaluate cases to assist attorneys in selecting claims suitable for filing, as well as the typical process involved within federal and state court when a claim is filed. This includes topics in pre-litigation, inventorying claims, preparing discovery requests, responding to discovery requests, and pretrial motions and orders.
7	<b>Trial</b>	In this module, students will learn about the trial stage process in mass tort litigation. Topics include lessons on post-remand case work, pre-trial conferences, court-ordered mediation, building your own trial notebook, and preparing for defenses that are commonly used by the opposing counsel.
8	<b>Resolution</b>	In this module, students will learn about typical resolution avenues in mass tort litigation, and how to formally end representation with their clients. Topics include lessons on resolution of global settlements, lien resolution and client expenses, confidentiality clauses, and client satisfaction and reviews.
9	<b>Mass Tort Reform</b>	In this module, students will learn about the history of mass tort reform and how it has impacted the mass tort industry. It will also discuss what steps you, as a member of the community, can take in your own practice to stay ahead of impending changes. Lessons include the history of tort reform, procedural reforms, diversity in mass torts, as well as ethical considerations for paraprofessionals.