

# CPHRM PREP COURSE

## FACULTY

**JOYCE H. BENTON** RN, MSA, ARM, CPHRM, DFASHRM, LHRM, RISK CONTROL DIRECTOR, CNA HEALTHCARE.

Prior to joining CNA, Ms. Benton served as the Director of Quality Management and Safety at Henry General Hospital, an acute care hospital in the suburbs of Atlanta. In that role, she developed the risk management and infection control programs and assisted in restructuring the safety, workers' compensation and quality improvement programs at the facility. Ms. Benton began her career as a registered nurse in surgical pediatrics at Grady Memorial Hospital in Atlanta and newborn nursery and childbirth education at Henry General Hospital.

Ms. Benton is an active member of the American Society for Healthcare Risk Management (ASHRM), served on ASHRM's 2003-2004 Board of Directors, and is also an active member of the Georgia Society for Healthcare Risk Management (GSHRM) and Florida Society for Healthcare Risk Management and Patient Safety (FSHRMPS). She was awarded the Fellow designation (FASHRM) from ASHRM in 1992, and the Distinguished Fellow designation (DFASHRM) in 1998. Ms. Benton completed ASHRM's Healthcare Risk Management Certificate Program in 1996. She also received the Certified Professional in Healthcare Risk Management (CPHRM) designation from ASHRM in 2000. Ms. Benton was also the recipient of ASHRM's Excellence in Writing Award in 1999 and the ASHRM Distinguished Service Award in 2005.

In addition, Ms. Benton received the 1995-1996 GSHRM's Risk Manager of the Year Award, the 2002 Distinguished Service Award for outstanding contributions in the advancement of the profession of risk management and service to GSHRM and 2004 GSHRM Lifetime Achievement Award.

Ms. Benton is a frequent speaker on healthcare risk management topics at the local, state and national level and has authored several articles. She is a contributing author to the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Editions of the Risk Management Handbook most recently published in 2011. She has served as faculty for ASHRM's Healthcare Risk Management Certificate Program, CPHRM Study Course and Insurance 101.

**MONICA BERRY**, BSN, JD, LLM, CPHRM, DFASHRM, HEALTHCARE RISK MANAGEMENT AND PATIENT SAFETY CONSULTANT

Monica Berry is a healthcare risk management and patient safety consultant. Previously she was a Medication Safety Specialist/Health Education Professional with Eli Lilly & Company where she was responsible for providing hospital-focused educational initiatives in an effort to reduce patient harm related to medication events.

Monica developed, implemented and managed several federally-certified Patient Safety Organizations (PSOs) on both a local as well as a national level. As the director of patient safety services in the PSOs she led the

development and deployment of special patient safety projects for hospital clients, government client and a large pharmaceutical client.

Prior to the PSO work she was the director of Patient Safety and Risk Management at Loyola University Health System in Chicago, Illinois where she was responsible for creating and implementing a patient safety and risk management program for all staff, residents and physicians. She has held similar positions at other healthcare organizations such as SSM Healthcare of Wisconsin and Rockford Health System.

Monica served as President of the American Society for Healthcare Risk Management (ASHRM) in 2002. She has represented the voice of risk management and patient safety on several national boards, including the National Coordinating Council on Medication Error Reduction and Prevention (NCCMERP), United States Pharmacopeia, and ASHRM's National Advisory Council for Patient Safety. She is a faculty member for ASHRM's CPHRM Examination Preparatory Course.

Monica has over 30 years in the healthcare industry and is a well-recognized national speaker on various patient safety and risk management topics. She has authored several articles in both the national and international healthcare and insurance market as well as a chapter in a patient safety book.