

ENTERPRISE RISK MANAGEMENT: CONCEPTS AND STRATEGIES

FACULTY

ROBERTA CARROLL, RN, ARM, MBA, CPCU, CPHRM, CPHQ, HEM, LHRM, DFASHRM
HEALTHCARE ENTERPRISE RISK MANAGEMENT CONSULTING

Roberta Carroll is a national resource specializing in the development and implementation of enterprise risk management strategies and solutions for healthcare. Roberta has been active in healthcare risk management for over 35 years and with Aon for over 17 years. Previously, she held senior level position in healthcare risk management for provider based systems and facilities, and risk consulting firms.

Roberta served on the ASHRM board for six years and was president in 1995/1996. She is probably best known as the Editor of the Risk Management Handbook for Healthcare Organizations (2nd, 3rd, 4th Editions, and 5th and 6th Three Volume Series,) and as faculty for the “Essentials” Module of ASHRM’s Barton Certificate course. Roberta is also Editor of the Student Edition of the Handbook and accompanying Faculty Guide published in 2009. She is the Editor-in-Chief of the 2nd Edition of the Enterprise Risk Management Handbook for Healthcare Entities, (AHLA) published in January 2013 by the American Health Lawyer Association and ASHRM.

Roberta is a registered nurse (RN), received her BS degree in Health Services Administration from Florida International University and a MBA from Nova Southeastern University. She has earned the right to use the CPCU, ARM, CPHQ, CPHRM, HEM, and DFASHRM designations. She is a Licensed Healthcare Risk Manager (LHRM) in the State of Florida and faculty for the health care risk management course at the University of South Florida, faculty for the Healthcare ERM Strategic Decision Risk Management course, Stanford University, Center for Professional Development, and faculty for One Beacon Professional Insurance’s online risk management course.

Roberta has received the following awards:

- ASHRM Presidential Citation Award in 2011 (1st time awarded)
- Distinguished Service Award (DSA) - ASHRM’s highest honor in 1997
- Distinguished Alumni Achievement Award - School of Business and Entrepreneurship, Nova Southeastern University - 1998, (1st time awarded)
- Most Contributing Member to Risk Management - Southern California Association of Healthcare Risk Management (SCAHRM)- 1996
- Most Valuable Contribution to the Field of Risk Management - SCAHRM - 1993.

**SHEILA HAGG-RICKERT, HEALTHCARE RISK AND ENTERPRISE RISK MANAGEMENT
CONSULTANT**

Sheila is a healthcare risk and enterprise risk management consultant based in Fort Worth, Texas. She has held positions as the senior corporate risk management executive for both for-profit and not-for-profit acute care and long-term care health systems and as an insurance broker. She served on the board of directors for the American Society for Healthcare Risk Management (ASHRM) and has presented and written extensively on health care risk management and health law topics. She serves as team lead and faculty for the ASHRM Academy's Advanced Forum educational module and is a contributing author of the *Risk Management Handbook for Healthcare Organizations*, 1st-6th editions and *The Enterprise Risk Management Handbook for Healthcare Attorneys* published by the American Health Lawyers Association (AHLA). Sheila has served on boards of directors of both captive and commercial insurance companies and of the Texas Association for Patient Access (TAPA) and is currently a member of ASHRM's ERM Advisory Council and is Vice Chair of the ERM Task Force of AHLA.

Sheila holds a J.D. from the University of Iowa and Masters of Business Administration and Masters of Healthcare Administration degrees from Georgia State University and has completed the Graduate Certificate in Healthcare Corporate Compliance Program at George Washington University. She has earned Chartered Property and Casualty Underwriter (CPCU) and Certified Professional in Healthcare Risk Management (CPHRM) designations and is a Distinguished Fellow of the American Society of Healthcare Risk Management.

**MICHELLE HOPPES, RN, MS, AHRMQR, DFASHRM, PRESIDENT AND CEO, MICHIGAN
PROFESSIONAL INSURANCE EXCHANGE**

Michelle Hoppes, RN, MS, AHRMQR, DFASHRM, is the President and CEO of the Michigan Professional Insurance Exchange, a reciprocal company with a primary focus on risk management and patient safety. She began her career as a registered nurse and healthcare risk manager before joining the corporate side of business. She has held senior positions in both healthcare organizations and insurance companies, performing roles in risk management, claims management and business development. Michelle's leadership positions have included SVP Global Risk Management and Loss Control for Allied World Assurance Company, SVP Healthcare Risk Management for Sedgwick, SVP for Emergency Physicians Insurance Company, President of Patient Safety Risk Solutions LLC, VP Risk Management for MHA Insurance Company and President of the Risk Management and Patient Safety Institute. She has served on several national organizations such as the United States Pharmacopeia (USP), Emergency Medicine Physician Patient Safety Foundation (EMPSF) and as past president of both the MI state and national level risk management societies-ASHRM.

Michelle is a frequent national speaker and is currently leading co-author of the whitepaper series on serious safety events for ASHRM and the chair of the ERM committee. She has had numerous articles published, as well as book chapters. She has completed the AHA/ASHRM/NPSF leadership program as a patient safety fellow and obtained a Master's degree in Healthcare Management with an emphasis in Risk Management from the Finch University; the Chicago Medical School. She is certified in risk management and quality review and is a Distinguished Fellow of the American Society for Healthcare Risk Management

DEBORAH LESSARD, RN, BSN, MA, JD, CPHRM, FASHRM, LESSARD CONSULTING

Deborah Lessard is a nurse-attorney with a graduate degree in organizational communication and a focus in health care communication. She has a certification in Strategic Decision Making and Healthcare Risk Management from Stanford University. She practices as an independent healthcare consultant and adjunct faculty in graduate nursing, leadership, business and organizational communication programs. She develops and teaches courses in risk management, financial management, communication, leadership, policy and politics.

Deborah has 27 years of progressive executive and consultative experience in the areas of professional and general liability insurance, risk finance, clinical risk management, enterprise risk management, claims and litigation, quality, patient safety, legislative and political advocacy.

Ms. Lessard has had both strategic and operational responsibilities including strategic planning, integrating strategic initiatives and mission/vision/values with operational planning, budget development and oversight and policy development. She has created new departments and reengineered existing departments and interdepartmental processes

KATHY WIRE, JD, MBA, CPHRM, FASHRM, KATHRYN WIRE RISK STRATEGIES

Kathy Wire is a consultant, educator and author with over 25 years of experience in risk and claims management, patient safety and enterprise risk management. She has worked with hospitals, health systems, nursing homes, and professional liability carriers. She was a founding member of the Enterprise Risk Management Task Force of the American Health Lawyers' Association and served as Vice Chair for Publications for that group. She is a contributing author for the Enterprise Risk Management Handbook for Healthcare Entities (2nd), and the author of ASHRM and AHLA's e-book, Enterprise Risk Management for Healthcare: Where and How to Begin. In addition to her current position on ASHRM's ERM Advisory Committee, she is also a member of Editorial Review Board for ASHRM's Journal. She is the owner and principal consultant for Kathryn Wire Risk Strategies and also serves as Project Manager for Long-Term Care for the Center for Patient Safety.