

HRM CERTIFICATE PROGRAM

MODULE 1: ESSENTIALS IN HEALTHCARE RISK MANAGEMENT

FACULTY

KAREN S. GARVEY, RN, BSN, MPA/HCA, CPHRM, CPPS, VICE PRESIDENT, QUALITY, PATIENT SAFETY/RISK & PROCESS IMPROVEMENT, PARKLAND HEALTH & HOSPITAL SYSTEM

Karen Garvey is responsible for enterprise standardization and integration of the Patient Safety, Clinical Risk Management, Infection Prevention, Environmental Safety & Process Improvement programs for Parkland Health & Hospital System. In her brief tenure (started late June of 2014), she launched a TeamSTEPPs pilot program with the endorsement of the Executive Leadership, developed and led education classes on Root Cause Analysis and the FMEA process, as well as, other patient safety focused educational initiatives with the Parkland Academy. .

Previous to her current position, Karen worked as the Senior Director of Clinical Risk Management & Patient Safety for the Cleveland Clinic where she led enterprise Clinical Risk Management and Patient Safety initiatives. She also developed education programs for healthcare leaders and visiting executives including but not limited to: RCA Lessons Learned through Patient Safety Alerts, Resident and Staff Physician education on Enterprise Risk Management, Integrating Patient Safety into the Graduate Medical Education Curriculum, a Cleveland Clinic Academy class focusing on Patient Safety & Clinical Risk Management, Disclosure Training Programs, and a leadership program focused on 'Just Culture' principles and the Anatomy of Errors.

Karen also has been involved in ASHRM in revising the ASHRM Pearls on Medical Error Disclosure (2011), the Nursing Pearls (2012) and the CPHRM Examination Prep Guide. She has been active as an ASHRM teaching faculty for the CPHRM Exam Prep Class and The Barton Modules Essentials class. She also served as the Chairperson of the ASHRM Nominating Committee for 2013 and is a current member of the ASHRM Practice Committee. She currently serves as the ASHRM liaison to MITSS, an organization that provides structure for organizations in how to support clinicians involved in medical errors. Karen also serves as a national teaching faculty for the National Patient Safety Foundation for the Certification class for those preparing to sit for the Certified Professional in Patient Safety (CPPS) exam.

Karen holds a Bachelor's degree in Nursing and Master's degrees in Public Administration and Healthcare Administration. She also is a graduate fellow in the HRET Patient Safety Leadership Program. She also holds a certificate as a Certified Healthcare Risk Manager (CPHRM) and as a certified Patient Safety Professional (CPPS) from the National Patient Safety Foundation. She is also an active member of the North Texas Society for Healthcare Risk Managers (NTHRM).

CYNTHIA (CYNDI) S. SIDERS RN, MSN, DFASHRM, CPHRM, VICE PRESIDENT OF CONSULTING SERVICES, COVERYS RISK MANAGEMENT

Cyndi has more than 30 years of healthcare, administrative and insurance experience, 25 of those focused on risk management and patient safety. Cyndi's responsibilities as vice president of consulting services include providing leadership for a team of consultants providing risk management and patient safety consultative services, education and strategic support for clients nationally. These services include educational programs and training; comprehensive risk management, patient safety and quality improvement assessments; mentoring programs and consultative services for healthcare systems, hospitals, physician office practices, community health centers and long-term care facilities. She is also responsible for the development of proactive risk management and patient safety products and services.

Prior to joining Coverys, Cyndi was corporate risk manager for an integrated health system. In this role, she was responsible for the overall risk management and patient safety program, loss control and risk financing, claims administration, contract review, patient relations, and served as a liaison with insurance and regulatory representatives. She has previously served as senior consultant and regional director for two national professional liability insurance companies.

Cyndi has Bachelor and Master of Science degrees in nursing from the University of North Dakota. She is a graduate of the Healthcare Risk Management Certificate Program co-sponsored by MMI Companies Inc. and the University of Health Sciences/The Chicago Medical School. Cyndi is a distinguished fellow with the American Society for Healthcare Risk Management and a certified professional in healthcare risk management from the American Hospital Association. Cyndi is certified as a Master Trainer in TeamSTEPPs. Cindy is past president of the North Dakota Society for Healthcare Risk Management.

Cyndi serves as faculty for the ASHRM Barton Certificate Program. She is currently faculty lead for Essentials. She is a contributing author to the ASHRM 6th Edition of the Risk Management Handbook and the CPHRM Study Guide. Cyndi has served on several ASHRM committees including the Nominating Committee and currently the Patient Safety Task Force. Cyndi received the ASHRM Research Award in 1994.

Cyndi is a frequent national presenter on healthcare risk management and patient safety topics and has authored several articles. Cyndi is a member of the North Dakota, Minnesota and Michigan Societies for Healthcare Risk Management.

DENISE SHOPE, RN, MHSA, ARM, CPHRM, FASHRM RISK CONSULTANT, RCM&D

Denise Shope is a Risk Management Consultant with RCM&D. She brings 31 years of health care experience to her clients, 15 of which were in health care risk management handling clinical risk management issues for tertiary care systems and physician groups. Ms. Shope is a nationally recognized clinical risk management and patient safety professional. She started her professional nursing career as a registered staff nurse at Geisinger Medical Center in 1983 and then progressed through several career advancements including the Risk Manager for Geisinger Medical Center. After several years at PHICO Insurance Company as a risk and safety consultant, Denise returned to Geisinger Health System as the systems Director of Performance Improvement and Risk Management. She was appointed the systems Patient Safety Officer in 2005. In 2008 she joined RCM&D as a Risk Management Consultant.

Denise was one of the first risk managers to earn the Certified Professional Healthcare Risk Management (CPHRM) designation in 1998. She holds the FASHRM designation and also holds the Associate Risk Manager (ARM) designation from the Insurance Institute of America. She was inducted into the Phi Alpha Alpha National Honor Society for Public Affairs and Administration in 2004. Denise recently earned the Commercial Lines Coverage Specialist (CLCS) designation and her Property and Casualty Producers license.

She earned her master's degree in Healthcare Services Administration from Marywood University in Scranton, PA, her undergraduate bachelor's degree in the Science of Nursing from Bloomsburg University and a Diploma in Nursing from Geisinger School of Nursing.

Denise has held several leadership positions with the Central PA Association of Health Care Risk Management and served on the Board of Directors for the American Society for Healthcare Risk Management (ASHRM) 2011-2014. She has spoken nationally on various patient safety and risk management topics. She currently sits on several national committees and task forces advancing the profession and mission of patient safety and health care risk management.