

PATIENT SAFETY CERTIFICATE PROGRAM

PATIENT SAFETY 1

FACULTY

JENNIFER GROSZEK, RN, BSN, MJ, CPHRM, FASHRM, RISK CONTROL CONSULTANT, CNA HEALTHCARE

Jennifer M. Groszek is a risk control consultant with CNA Healthcare and responsible for providing consultative risk management services to hospitals and health systems, aging services, and life sciences industry. Prior to joining CNA Healthcare, she served as a senior healthcare risk management consultant with Zurich.

Ms. Groszek has over 10 years of experience in patient safety and risk management having served as a research nurse coordinator with the patient safety team and as a risk manager at Northwestern Memorial Healthcare, Chicago. She began her clinical healthcare career as a neurosurgical, neurological, and orthopedic registered nurse. Ms. Groszek received the Excellence in Nursing Practice Award from Northwestern Memorial Hospital.

She has published and presented on risk management and patient safety topics, such as medication safety and fall prevention. Ms. Groszek served as adjunct faculty member with Loyola University Chicago School of Law and taught the Risk Management in the Health Care Environment course.

Areas of specialized expertise include risk assessment and reduction initiatives; patient safety; process improvement; culture of safety; human factors engineering; failure mode and effect analysis; and root cause analysis.

Ms. Groszek is a member of the American Society for Healthcare Risk Management (ASHRM) where she currently serves as a Board of Directors. She is past-president of the Chicagoland Healthcare Risk Management Society (CHRMS) and served as a Board member and Program Committee co-chair. She received the Greatest Contribution of the Year Award from CHRMS.

Ms. Groszek has a bachelor of science in nursing from Saint Mary's College, Notre Dame, IN, master of jurisprudence in health law from Loyola University Chicago, is a Certified Professional in Healthcare Risk Management (CPHRM), and received the Fellow of the American Society for Healthcare Risk Management (FASHRM) designation.

KATHRYN TOWNSEND, RN, JD, ARM, CPHRM, LHRM

Kathryn Eblen Townsend is a nurse attorney with over 30 years of experience in healthcare. Most recently, she was the Director of Client Insurance Programs for PeriGen, an innovative provider of advanced OB technology systems designed to augment clinical decision-making and improve clinician communication at the point of care. During her years with PeriGen, Ms. Townsend worked with clients and medical malpractice insurers in defining patient safety strategies and risk reduction through application of clinical systems.

Ms. Townsend's prior leadership experience includes serving as hospital in-house counsel, healthcare system corporate risk manager, and executive of a medical malpractice risk retention group insuring several leading academic medical centers. She received her law degree and her nursing degree from the University of Kentucky. Ms. Townsend has been an active member of the American Society for Healthcare Risk Management (ASHRM) for many years, serving on multiple committees and taskforces and contributing to the creation of ASHRM's inaugural exam for healthcare risk management certification. She assisted in the development of ASHRM's patient safety certificate program and has served as curriculum team leader and faculty since inception. Ms. Townsend has served on the Board of Directors for the Florida Society of Healthcare Risk Management and was selected as a Fellow of the Salzburg Seminar on Patient Safety and Medical Error in Austria.