

HRM CERTIFICATE PROGRAM

MODULE 3: ADVANCED FORUM IN HEALTHCARE RISK MANAGEMENT

FACULTY

JOHN D. BANJA, PHD, ASSOCIATE PROFESSOR OF CLINICAL ETHICS AND THE ASSISTANT DIRECTOR OF THE PROGRAM IN HEALTH SCIENCES AND ETHICS ASSOCIATE PROFESSOR IN THE DEPARTMENT OF REHABILITATION MEDICINE CENTER FOR ETHICS AT EMORY UNIVERSITY

John Banja received a doctorate degree in philosophy from Fordham University in New York and, over the last 20 years, has taught and lectured on topics in medical ethics throughout the United States. He has authored or coauthored over 150 publications and has delivered over 700 invited presentations at regional, national, and international conferences.

Dr. Banja spent the 1998-99 academic year as a Mary Switzer Distinguished Fellow with grant support from the National Institute on Disability and Rehabilitation Research, and was the year 2000 recipient of the John W. Goldschmidt Award for Excellence in Rehabilitation, presented by the National Rehabilitation Hospital in Washington, DC. His scholarly interests include the ethical dimensions of private health insurance, the psychodynamics of patient-provider relationships, and the phenomenon of harm-causing medical error.

Dr. Banja recently completed a three-year research project, funded by the Agency on Healthcare Research and Quality, on developing model error disclosure practices in healthcare organizations. He currently serves as the Editor of the *American Journal of Bioethics-Neuroscience*, the leading scholarly journal in the field of neuroethics. He is a former board member of the Commission for Case Manager Certification and currently sits on the governing board of the American Society of Cataract and Refractive Surgery. His book, *Medical Errors and Medical Narcissism*, was published in February, 2005 by Jones and Bartlett.

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.

SHARON L. GROVES, RN, BSN, MSA, ARM, DFASHRM, CPHRM, ASSISTANT VICE PRESIDENT, RISK MANAGEMENT, BERKLEYMED

Sharon is responsible for developing and implementing a variety of healthcare risk management activities for lead insureds. Ms. Groves has over thirty-one years of healthcare and insurance industry experience as a nurse, director of risk management and senior risk management consultant for healthcare and medical malpractice insurance companies.

An active member of the American Society for Healthcare Risk Management (ASHRM), Sharon serves as the chairperson of the Scholarship Committee, member of the Nominating Committee and was a past board member. In addition, she is contributing author of the *Risk Management Handbook for Healthcare Organizations*, 6th editions.

Sharon earned a BSN in Nursing from Otterbein College in Westerville, Ohio and her Masters in Administration in Healthcare from Central Michigan University. She has earned an Associate in Risk Management (ARM) with the Insurance Institute of America, and Certified Professional in Healthcare Risk management (CPHRM) designations and is a Distinguished Fellow of the American Society of Healthcare Risk Management.

Groves is also a volunteer for the Health Services Core and the Disaster Action Team of the American Red Cross.