

HRM CERTIFICATE PROGRAM

MODULE 3: ADVANCED FORUM IN HEALTHCARE RISK MANAGEMENT

FACULTY

SHEILA HAGG-RICKERT JD, MHA, MBA, DFASHRM, CPHRM, CPCU SENIOR VICE PRESIDENT - HEALTHCARE PRACTICE LEADER – WESTERN REGION, WILLIS TOWERS WATSON

Sheila is the Senior Vice President – Healthcare Practice Leader – Western Region for Willis Towers Watson. 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.

MARGARET GARRETT BSN, MED, JD, CPHRM, FASHRM, SENIOR COUNSEL, PRACTICE GROUP LEADER, RISK MANAGEMENT, REGULATORY AND ETHICS

Margaret is the Senior Counsel and Practice Group leader for JHHS. She is responsible for designing, implementing and overseeing all aspects of The Johns Hopkins Health System Risk Management Program/Department. This includes six major U.S. hospitals, Homecare, Community Physicians, long-term care facilities and eight international hospitals. She is responsible for development of an integrated approach to risk management and patient safety across the organization and is an active member of many Hopkins Boards, both in the role of risk management and legal, and has Health System responsibilities on ethics committee. She acts as the Senior Legal Counsel for patient care and regulatory issues and advises leaders, staff and medical staff on risk concerns, complex patient care matters, and legal and regulatory matters. She has a proven track record for preparing and coordinating Joint Commission and other regulatory visits. As a member of the executive leadership team, she oversees the attorney

on-call program and mentors junior attorneys and risk managers. She provides educational programs in the Hopkins Medical and Nursing Schools and is visiting faculty at the University of Maryland Law School and mentor to law students. Margaret is a national and international speaker on risk management and healthcare law issues.

DAN GROSZKRUGER JD, MPH, CPHRM, DFASHRM, RSKMGMT.INC

Dan Groszkruger leads **rskmgmt.inc**, a consulting firm serving the healthcare risk management industry since 1994. Groszkruger is a healthcare attorney, a former hospital executive, risk manager and compliance officer. He draws on over four decades of professional experience to educate and train, evaluate risks, resolve disputes and further patient safety goals. He was formerly a Board member of the American Society for Healthcare Risk Management (ASHRM) and he served on the oversight committee for the Certified Professional in Healthcare Risk Management (CPHRM) program.

Groszkruger earned his Master of Public Health (MPH) degree in hospital administration from UCLA's Graduate School of Public Health, and began his professional career as a hospital administrator. He earned his law degree (JD) from the University of San Diego School of Law. He specializes in healthcare law, professional liability, licensing, and regulatory compliance. He holds honors in risk management, both as a Certified Professional in Healthcare Risk Management (CPHRM), and as a Distinguished Fellow of the American Society for Healthcare Risk Management (DFASHRM). He is the principal in his own consulting business, **rskmgmt.inc**.

Prior to his current position, Groszkruger served as Director, Claims & Litigation Management for Loma Linda University Medical Center. Earlier, he served as Project Director, Risk Management, for Stanford University Medical Center. Also, he served as Director of Legal Services for a 400-bed acute care district hospital in San Diego County, serving as in-house legal counsel, risk manager, and Compliance Officer. Earlier, he practiced law for over 25 years, serving "Of Counsel" to two law firms in San Diego CA and in Carlsbad, CA. In private practice, Groszkruger represented individual physicians, physician groups, hospitals and other healthcare providers in litigation, administrative and regulatory matters, and before both state and federal regulators and licensing boards. He represented individual physicians in disciplinary matters before the CA Medical Board, and clients before other professional licensing boards.

Groszkruger has over forty years combined experience as a health care executive and trial attorney. He served as Vice President, Professional Services for Scripps Memorial Hospital in La Jolla, CA. Later, he practiced healthcare law with Weissburg & Aronson, a law firm in Los Angeles, CA. For a number of years, he was a partner with Daley & Heft, a civil litigation firm in Solana Beach, CA. Also, he served "Of Counsel" to Chapin Shea McNitt & Carter, in San Diego, CA, and to DiCaro Coppo & Popcke in Carlsbad, CA, in charge of the firms' healthcare practice groups. He served as Director of Legal Services at Tri-City Medical Center in Oceanside, CA, and as a risk management professional at academic (Stanford and Loma Linda) medical centers prior to his current position.

SHARON L. GROVES, BSN, MSA, ARM, CPHRM, CPPS, DFASHRM, SENIOR PATIENT SAFETY & RISK MANAGEMENT CONSULTANT, MEDPRO GROUP

With a vast healthcare knowledge garnered from more than 30 years in clinical practice, hospital administration, and consulting, Sharon provides comprehensive services to healthcare systems, hospitals, clinics, healthcare providers, and physicians in her role as senior patient safety and risk consultant with MedPro Group. Her expertise includes consulting with clients about improving patient safety and quality/performance, identifying and evaluating potential liability exposure, developing and implementing risk management programs, and devising solutions to reduce or eliminate loss severity.

Prior to her role with MedPro Group, Sharon served as the assistant vice president of risk management for another professional liability insurance carrier. Sharon also has provided risk management consulting to large integrated health systems and physician groups, and she has developed customized risk service plans/proposals.

Sharon earned a bachelor's degree in nursing from Otterbein University and a master's degree in hospital administration from Central Michigan University. She is a long-term member of the American Society for Healthcare Risk Management (ASHRM) and various state chapters, as well as a faculty member for ASHRM's advanced module of the HRM Certificate Program. Sharon's professional designations include certified professional in healthcare risk management (CPHRM), certified professional in patient safety (CPPS), associate in risk management (ARM), and distinguished fellow of ASHRM (DFASHRM). Sharon also is a frequent national speaker on patient safety and radiology risks. She previously served as the chairperson of the Scholarship Committee and Nominating Committee and is a past board member. In addition, Sharon speaks nationally on Radiology risks and is a contributing author of the *Risk Management Handbook for Healthcare Organizations*, 6th edition.

KIMBERLY H. WILLIS, MBA, CPCU, ARM, SENIOR VICE PRESIDENT, ENDURANCE US HEALTHCARE INSURANCE SERVICES

Kimberly Willis has over 30 years' experience developing risk financing programs for healthcare organizations. She currently serves as Senior Vice President of Endurance US Healthcare Insurance Services. In this capacity she is responsible for developing and driving strategy for Endurance's US healthcare practice. Prior to joining Endurance, Ms. Willis served as Vice President, Field Underwriting for Berkley Medical Excess Underwriters. She was responsible management of underwriting strategy, achievement of profitability and premium volume goals, and oversight of distributor relationships. Kim also served as Managing Director, Healthcare Syndication, for Aon Risk Services. She managed a team responsible for the design, negotiation and broking of over \$500 million in healthcare professional liability premiums. Kim earned her Bachelor of Science in Business Administration at the University of Missouri and a Masters of Business Administration at Maryville University. She holds the Chartered Property and Casualty Underwriter (CPCU) and Associate in Risk Management (ARM) designations.

ELAINE ZIEMBA, MHA, JD, CONSULTANT, RISK AND INSURANCE

Elaine is currently providing consultative risk management and insurance program expertise to clients nationally and internationally. With 30 plus years of healthcare risk and operational management experience, Elaine knows the on-going challenges and related opportunities the world of healthcare presents. She relishes those opportunities, particularly in the areas of strategic and operational risk management, risk financing structural design and enterprise risk management implementation. Elaine previously held senior leadership positions in both risk management and healthcare operations within large academic medical centers and multi-hospital system settings in New York and California, inclusive of WMCHHealth Network (NY), The Risk Authority at Stanford (CA), Dignity Health (CA), and The University of California Medical Center System. Additionally, Elaine held leadership positions with national insurance and third party administrative firms. Elaine has a BA from the University of Maryland, a Masters in Healthcare Administration from The George Washington University and a JD from Golden Gate University in San Francisco.