

HRM CERTIFICATE PROGRAM

MODULE 3: ADVANCED FORUM IN HEALTHCARE RISK MANAGEMENT

FACULTY

JOHN D. BANJA PHD, PROFESSOR IN THE DEPARTMENT OF REHABILITATION MEDICINE AND MEDICAL ETHICIST AT THE CENTER FOR ETHICS AT EMORY UNIVERSITY

John Banja is a Professor in the Department of Rehabilitation Medicine and a medical ethicist at the Center for Ethics at Emory University. He also directs the Section on Ethics for the Atlanta Clinical and Translational Science Institute at Emory. Dr. Banja received a doctorate degree in philosophy from Fordham University in New York and has taught and lectured on topics in medical ethics throughout the United States. He has authored or coauthored over 200 publications and has delivered over 800 invited presentations at regional, national, and international conferences. He serves as the Editor of the *American Journal of Bioethics Neuroscience*, the leading scholarly journal in the field of neuroethics. Dr. Banja has conducted research or educational projects with numerous federal and private organizations including the NIH, the American College of Surgeons, The Agency for Health Care Research and Quality, The National Institute for Disability and Rehabilitation Research, the American Society for Healthcare Risk Management, and the Georgia Hospital Association. He is a former board member of the Commission for Case Manager Certification and the American Society of Cataract and Refractive Surgery. His research interests include topics in neuroethics, patient safety, and ethical dilemmas occurring in clinical and translational research. His most recent book, *Medical Errors and Medical Narcissism*, was published by Jones and Bartlett Publishers in 2005.

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

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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**.

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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, RN, BSN, MSA, ARM, DFASHRM, CPHRM, ASSISTANT VICE PRESIDENT, RISK MANAGEMENT, BERKLEYMED

Sharon has over 39 years of experience in healthcare, including 26 years devoted to Risk Management. She served as the Director of Risk Management at a large hospital in Columbus, Ohio and-provided Risk Management consultative services for clients of a major healthcare professional liability insurer prior to her joining BerkleyMed.

As a BerkleyMed Risk Management Consultant, Sharon works with insureds in the Eastern and Southern Regions of the country and is responsible for developing and implementing a variety of healthcare risk management activities for lead insureds.

Sharon is an active member of the American Society for Healthcare Risk Management (ASHRM). 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.

Sharon received a Bachelor of Science in Nursing (BSN) from Otterbein College in Westerville, Ohio and her Master of Science Administration (MSA) with an emphasis in Healthcare from Central Michigan University. Her certifications include designations as an Associate in Risk Management (ARM) with the Insurance Institute of America, Certified Professional in Healthcare Risk management (CPHRM), Certified Professional in Patient Safety (CPPS), and Distinguished Fellow of the American Society of Healthcare Risk Management (DFASHRM).

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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 **

Elaine is currently System Vice President, Risk and Insurance for Westchester Medical Center Health Network (WMCHHealth); a 1,900-bed healthcare system located in Valhalla, New York with 10 hospitals on 8 campuses, spanning 6,200 square miles of the Hudson Valley. WMCHHealth employs 12,000 people and has nearly 3,000 attending physicians. From Level 1, Level 2 and Pediatric Trauma Centers, the region's only acute care children's hospital, an academic medical center, several community hospitals, dozens of specialized institutes and centers, skilled nursing, assisted living centers and one of the largest mental health systems in New York State, WMCHHealth is the pre-eminent provider of integrated healthcare in the Hudson Valley. Prior to joining WMCHHealth in early 2016, Elaine was Vice President – Risk Consulting for The Risk Authority at Stanford in Palo Alto, CA. In addition she spent her 30 plus years in California in both operational leadership and risk management positions with Dignity Health, The University of California Medical Center System and 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.

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