

# HRM CERTIFICATE PROGRAM

## MODULE 2: APPLICATIONS IN HEALTH CARE RISK MANAGEMENT

### ACTIVE FACULTY

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**CHRISTOPHER ALLMAN JD, CPHRM, DFASHRM, DIRECTOR OF RISK MANAGEMENT, COMPLIANCE & INSURANCE, GARDEN CITY HOSPITAL\*\***

Christopher Allman is the Director of Risk Management, Compliance and Insurance for Garden City Hospital, a 309-bed community hospital located in Garden City, Michigan, and the Midwest Regional Director of Risk Management for Prime Healthcare Services, the parent company of Garden City Hospital and 45 other hospitals across the U.S. Mr. Allman is a 22-year attorney, a Certified Professional in Healthcare Risk Management (CPHRM), a Distinguished Fellow of the American Society for Healthcare Risk Management (DFASHRM), a Past President of the Michigan Society of Healthcare Risk Management and has served as the Chair of the Advocacy Task Force for the American Society for Healthcare Risk Management (ASHRM) from 2012-2014, on the ASHRM Finance Committee in 2018 and, beginning in 2019, on the ASHRM ERM Task Force. In addition to his current activity with the ASHRM, he is also an active member of the State Bar of Michigan – Health Law Section and the American Health Lawyers Association. Mr. Allman graduated from Wayne State University Law School in 1996 and Hope College in 1992.

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**SUSAN BOISVERT BSN, MHSA, CPHR, FASHRM, SENIOR RISK SPECIALIST, COVERYS\*\***

Susan Boisvert is a senior risk specialist for Coverys. Her primary responsibilities include providing on-site assessments and risk management services to insured physicians, hospitals and facilities in Maine, Massachusetts and New Hampshire.

Sue is a registered nurse with a master's degree in health services administration from St. Joseph's College of Maine. She received a Bachelor of Science in Nursing from the University of Connecticut. She is a Certified Professional in Healthcare Risk Management and a fellow of the American Society for Risk Management in which she is an active member. Sue has authored or co-authored chapters in the ASHRM Physician Practice Playbook, Obstetrics Playbook and Risk Management Fundamentals.

Sue is also active in the Massachusetts and Northern New England Healthcare Risk Management Associations and the Healthcare Information and Management Systems Society. She has presented at numerous regional and national risk management conferences and is a frequent contributor to healthcare and risk management publications.

\*\* denotes trainee faculty

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**ANN GAFFEY RN, MSN, CPHRM, DFASHRM, PRESIDENT, HEALTHCARE RISK AND SAFETY STRATEGIES**

Ms. Gaffey is President, Healthcare Risk and Safety Strategies. She is an industry-recognized career risk management, quality and patient safety professional with over thirty years of experience in healthcare. Ann has extensive consultative experience, working with hospitals, physician offices and long term care facilities in identifying areas of risk and developing enterprise-wide risk reduction, patient safety and mitigation strategies. Significant accomplishments include the design and implementation of risk and claims management programs in group captive programs. Ms. Gaffey is a frequent speaker on topics related to risk reduction and management strategies in healthcare, has authored numerous articles, and co-authored a chapter in the *Risk Management Handbook for Healthcare Organizations, 6<sup>th</sup> edition*.

Ms. Gaffey received her degree from the University of Virginia with a Bachelor of Science in Nursing. She also received her Master of Science in Nursing Leadership and Management from The George Washington University. Ann has achieved the CPHRM and DFASHRM designations. She also serves as Adjunct Faculty at The George Washington University in Washington, DC. Ann is a Past President of ASHRM and VASHRM. She is a member and former Vice Chair of the National Coordinating Council for Medication Error Reporting and Prevention, served on the Advisory Task Force of the National Transitions of Care Coalition, serves as a technical expert on the panel for AHRQ Making Healthcare Safer III, and is the Chairman of the Board of the National Perinatal Information Center.

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**LISA L. HAVENS RN, MSN, JD, CPHRM, FASHRM, SENIOR VICE PRESIDENT, LEGAL COUNSEL & CHIEF RISK OFFICER, BAYLOR SCOTT & WHITE HEALTH**

Lisa Havens is currently Senior Vice President Legal Counsel and Chief Risk Officer at Baylor Scott & White Health in Texas. Prior to working at Baylor Scott & White, she was a Partner with Bowmer, Courtney, Burleson, Normand and Moore, an office of Naman, Howell, Smith & Lee, primarily practicing in civil litigation defense including medical malpractice and employment law.

Lisa received her Juris Doctorate Degree from the Baylor University School of Law. She received her MSN with focus on Clinical Nurse Specialist/Education from the University of Texas at Arlington and a BSN from Texas Christian University. Lisa is an Adjunct Professor for the Texas A&M University System Health Science Center. Awards that Lisa has received include: Dallas Women's Lawyers Association Outstanding Corporate Counsel award, in 2018; Texas Diversity Council Dallas Top Women in Law, in 2018; *Business Insurance* magazine's Risk Manager of the Year Award, in 2011; and the Bell County Bar Association's Jim Bowmer Lawyer of the Year Award, in 2010.

Lisa is certified with the Texas Board of Legal Specialization in Health Law. She is a Fellow member of the American Society for Health Risk Management (FASHRM) and a faculty member of the ASHRM Healthcare Risk Management (HRM) Certificate Program. Lisa is a Certified Professional in Healthcare Risk Management (CPHRM). She is a frequent presenter on a variety of healthcare risk management, insurance and medical legal issues.

Lisa volunteers with Discipleship Unlimited Women's Prison Ministry, Exodus Ministries' residential discipleship program for mothers and has volunteered with the Ralph Wilson Youth Club and Canine Companions for Independence. Lisa is a veteran having served as a 1<sup>st</sup> Lieutenant Nurse in the Air Force Reserves.

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**HALA HELM MBA, JD, CPHRM, DFASHRM, VICE PRESIDENT RISK, COMPLIANCE & LEGAL,  
PALOMAR HEALTH**

Hala Helm is the Vice President for Risk, Compliance and Legal for Palomar Health, a District hospital system in Southern California. In this role, she is responsible for the oversight of the risk, compliance and legal functions, including clinical risk management and loss prevention, claims handling and oversight, corporate insurance programs, corporate transactions, contract review, board governance, and corporate, legal and regulatory compliance.

Hala has worked in healthcare risk management for over twenty years and has deep experience in many diverse aspects of risk management including risk finance, captive insurance, loss prevention and mitigation, claims and litigation management, corporate compliance, and enterprise risk management. She has worked in a variety of healthcare settings, including large regional multi-hospital integrated health systems, academic medical centers and teaching hospitals, small independent community health systems, and ambulatory clinics and physician groups.

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**MIKE MIDGLEY RN, JD, MPH, CPHRM, DFASHRM, VICE PRESIDENT HEALTHCARE RISK  
ENGINEERING, SWISS RE CORPORATE SOLUTIONS**

Mike Midgley has over 25 years of experience in the healthcare industry. He is an experienced healthcare risk manager, nurse, insurance professional and attorney. Mr. Midgley began his clinical experience as a nurse in intensive care and emergency medicine. Mike started his healthcare risk management career with a captive insurance company in New York City, having dedicated risk and claims management consulting responsibilities to a major tertiary care medical center. He then served as a risk manager at academic medical centers in New York City. Mr. Midgley later worked in the field as a risk management consultant with medical malpractice insurance carriers. He is currently the Vice President of Healthcare Risk Engineering for Swiss Re Corporate Solutions in New York City where he provides expertise in risk management and patient safety.

Mr. Midgley is a licensed attorney and is a current member of the New York State Bar Association. Mike earned his Juris Doctor (JD) from Fordham University School of Law. He has a Master of Public Health degree from the University of Medicine and Dentistry of NJ and a Bachelor of Science degree in nursing from Rutgers University School of Nursing. He is a Distinguished Fellow of the American Society for Healthcare Risk Management (DFASHRM) for superior achievement and has earned Certified Professional in Healthcare Risk Management (CPHRM) designation.

Mike was the 2017 President of the American Society for Healthcare Risk Management (ASHRM). He is a Past President of the Association for Healthcare Risk Management of New York (AHRMNY) where he continues to serve on the Board of Directors. Mike is an active member of the American Health Lawyers Association, American Association of Nurse Attorneys, American Bar Association, NY County Lawyers' Association, American Association of Notaries, American College of Healthcare Executives, Healthcare Leaders of NY and the NJ and the NJ and FL ASHRM Chapters. Mr. Midgley is a Clinical Assistant Professor at Stony Brook University School of Health Technology and Management where he teaches Advanced Practice for Risk and Safety Officers in the Master of Science in Patient Safety Program. He is also on faculty for ASHRM education. Mike has authored book chapters and articles on various risk management topics and routinely provides risk management lectures locally, nationally and for international audiences.

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**MAGGIE NEUSTANDT JD, CPHRM, DIRECTOR OF RISK MANAGEMENT AND ASSOCIATE GENERAL COUNSEL, SAINT LUKE'S HOSPITAL \*\***

Maggie L. Neustadt, JD CPHRM is the Director of Risk Management and Associate General Counsel at Saint Luke's Hospital in Kansas City, Missouri. Founded in 1882, Saint Luke's Hospital is a 500 bed academic medical center and is one of the region's largest tertiary care hospitals with multiple specialties recognized by *U.S. News & World Report*. Prior to joining Saint Luke's Hospital, she spent ten years as a professional liability litigation attorney at Husch Blackwell LLP in Kansas City defending physicians, nurses and hospitals involved in professional liability litigation.

Since joining Saint Luke's Hospital, Maggie continues to counsel and partner with health care providers within the Saint Luke's organization specifically implementing processes designed to reduce risk and maximize patient safety. Maggie also has responsibility for management of the professional and general liability claims for Saint Luke's Hospital. Her key areas of interest within healthcare include fostering open patient and family communication including robust disclosure activities and proactive clinical medication safety endeavors.

Maggie is a frequent speaker on trends in medical malpractice claims avoidance, healthcare risk mitigation issues and healthcare disclosure practices. Maggie was a contributing author of the Healthcare Claims and Litigation Playbook published by the American Hospital Association, and is on the Editorial Review Board for the American Society of Healthcare Risk Managers.

Maggie was awarded a certification as a Professional Healthcare Risk Manager through the American Hospital Association. She is a member of the Missouri Bar Association, American Society of Healthcare Risk Managers, Missouri Society of Health Care Attorneys and the Greater Kansas City Society of Hospital Attorneys.

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**LISA RAMTHUN RN, MSN, CPHRM, FASHRM, PRESIDENT, LR RISK STRATEGIES LLC\*\***

Lisa Ramthun is a healthcare executive, registered nurse, and expert in helping high consequence industries drive reliability through system design, human behavior, and enterprise risk management strategies. Lisa has a background in all principles of risk management including risk financing, claims management, enterprise risk management, clinical risk management, and loss prevention.

Prior to starting her own firm, Lisa spent 12 years as the corporate vice president of risk management and patient safety for a \$5.6 billion not for profit integrated healthcare delivery system with 16 acute care hospitals, ambulatory care services, home health, hospice, outpatient, skilled nursing facilities, community clinics and physician organizations. In this role Lisa had system oversight for the risk management, patient safety, captive and claims management, clinical data analytics, research, infection prevention, and regulatory readiness functions.

Lisa began her career as an emergency nurse, mobile intensive care nurse and manager. Lisa spent 10 years working in the pre-hospital care environment, where she designed and led critical care nurse transport programs as well as safety and risk management programs for the southeastern and southwestern regions of American Medical Response.

Lisa holds BS and MS degrees in nursing and is a certified professional in healthcare risk management. Lisa is recognized by the American society of Healthcare Risk management as a Fellow and is a frequent speaker and

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contributing author on risk management topics. Lisa is also nationally recognized by Insurance Business American as a leading risk manager as well as their top 100 risk managers 2017.

Lisa is a past Board member of the American Society for Healthcare Risk Management and has served in number of volunteer and elected position including chapter president for the Southern California Association for Healthcare Risk Management.

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