

HRM CERTIFICATE PROGRAM

MODULE 2: APPLICATIONS IN HEALTHCARE RISK MANAGEMENT

FACULTY

GERI AMORI, PH.D., ARM, CPHRM, DFASHRM, VICE PRESIDENT FOR ACADEMIC AFFAIRS, COVERYS

Geri Amori is the Vice President for Academic Affairs for Coverys based in Boston, Massachusetts. In that role, Dr. Amori develops, analyzes and coordinates professional development/education programs for healthcare provider organizations, insurers, brokers, associations, and consumer organizations nationally. In addition, she presents, teaches, coaches, and facilitates educational programs about Risk Management and Patient Safety issues. Having taught psychology and communication skills at the graduate and community college level, her area of passion and expertise is in all aspects of human interactive interface. Dr. Amori has served as Vice President for the Education Center of the Risk Management and Patient Safety Institute, Principal of Communicating HealthCare, and as Risk Manager for Fletcher Allen Health Care in Burlington, Vermont. Prior to joining the Risk Management field in 1989, she served as Psychopharmacology Clinic and Research Coordinator with University Associates in Psychiatry at the University of Vermont. Dr. Amori received a Ph.D. in Counselor Education from the University of Florida and an MS in Counseling and Human Systems from Florida State University. She is an active member of the American Society for Healthcare Risk Management (ASHRM) and is a past president of the society. She is the 2004 recipient of the coveted ASHRM Distinguished Service Award and three time recipient of the ASHRM Journal Author Excellence Award. A CPHRM and Distinguished Fellow in the American Society for Healthcare Risk Management, Dr. Amori is also the past president of the Northern New England Society for Healthcare Risk Management. Dr. Amori is the author of the chapter on communicating with patients and families for the 6th edition of the Risk Management Handbook for Healthcare Organizations, as well as publications on Disclosure of Unanticipated Outcomes, Office Practice Risk Management, Communication issues in Root Cause Analysis, and more.

ANN GAFFEY RN, MSN, CPHRM, DFASHRM, SENIOR VICE PRESIDENT, HEALTHCARE RISK MANAGEMENT AND PATIENT SAFETY, SEDGWICK CMS

Ms. Gaffey is Senior Vice President, Healthcare Risk Management and Patient Safety for the Professional Liability Division of Sedgwick. She is an industry-recognized career risk management, quality and patient safety professional with over twenty-five years of experience in healthcare. As Senior Vice President, she has responsibility for overseeing and providing innovative consultative services to improve and enhance risk management programs and patient safety programs with emphasis on risk identification, assessment, analysis and prevention as well as risk management and patient safety education.

Ms. Gaffey is a frequent speaker on topics related to risk reduction and management strategies in healthcare. Ann has authored articles such as “Electronic Health Records: Communication and Documentation Considerations” in the

Journal of Healthcare Risk Management and co-authored a chapter in the *Risk Management Handbook for Healthcare Organizations, 6th edition*.

Ms. Gaffey has acute care risk management experience, with responsibilities including managing self-insurance and captive insurance programs, insurance purchasing, claims management, and traditional risk assessment and mitigation activities. Ann also has extensive consultative experience, working with hospitals, physician offices and long term care facilities in identifying areas of risk and developing 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 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, is Vice Chair of the National Coordinating Council for Medication Error Reporting and Prevention, and on the Advisory Task Force of the National Transitions of Care Coalition.

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

Lisa Havens has served as Senior Vice President Legal Counsel and System Risk Officer at Baylor Scott & White in Temple, Texas since December 1999. 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 in Waco, Texas in 1993. She received her MSN with focus on Clinical Nurse Specialist/Education from the University of Texas at Arlington in 1989 and a BSN from Texas Christian University in 1984. Lisa is an Adjunct Assistant Professor for the Texas A&M University System Health Science Center. She is a past president of the Bell County Bar Association. In 2010, Lisa received the Bell County Bar Association's Jim Bowmer Lawyer of the Year Award. In 2011, Lisa received Business Insurance magazine's Risk Manager of the Year Award which was presented at the RIMS (Risk & Insurance Management Society) Annual Conference in Vancouver. Lisa is a frequent presenter on a variety of healthcare risk management and medical legal topics. She is a member of ASHRM (American Society for Health Risk Management) and a faculty member (FASHRM) of the ASHRM Barton Modules. She has also received her Certified Professional in Healthcare Risk Management (CPHRM).

HALA Y. HELM, JD, MBA, FASHRM, CHIEF RISK OFFICER, PALO ALTO MEDICAL FOUNDATION

Ms. Helm is currently the Chief Risk Officer for the Palo Alto Medical Foundation where she is responsible for the development and maintenance of the overall risk management program for PAMF and its affiliated medical groups. Her responsibilities include the strategic development of the risk financing portfolio, management of all claims and litigation involving PAMF and its affiliated medical group, and the development and coordination of an integrated clinical risk management program for the region. Prior to joining PAMF, Ms. Helm held leadership positions in risk management, corporate compliance, and internal audit at health systems and academic medical centers in Indiana, Michigan, and California. Ms. Helm holds a JD, MBA, and numerous professional healthcare certifications.