

CPHRM PREP COURSE

FACULTY

JOYCE H. BENTON RN, MSA, ARM, CPHRM, DFASHRM, LHRM, DSA, INDEPENDENT RISK CONTROL CONSULTANT, PENDULUM, LLC

Joyce Benton is an award-winning leader and independent risk control consultant who has provided customized risk management consultation services both nationally and internationally. Prior to joining Pendulum, she was the AVP, Healthcare Risk Control for CNA where she led a team of healthcare risk control professionals, providing enterprise risk control services for a wide-range of healthcare entities both nationally and internationally. In her career, she also served as the Director of Quality Management and Safety at Henry General Hospital, an acute care hospital in the suburbs of Atlanta. In that role, she developed the risk management and infection control programs and assisted in restructuring the safety, workers' compensation and quality improvement programs at the facility. Ms. Benton began her career as a registered nurse in surgical pediatrics at Grady Memorial Hospital in Atlanta and newborn nursery and childbirth education at Henry General Hospital. Ms. Benton earned a Diploma Degree in Nursing from Georgia Baptist Hospital School of Nursing, a Bachelor of Science in Health Arts from the College of St. Francis and a Master of Science in Administration with a concentration in Health Services from Central Michigan University. In 1991, she earned her Associate in Risk Management (ARM) from the Insurance Institute of America.

Ms. Benton is an active member of the American Society for Healthcare Risk Management (ASHRM), served on ASHRM's 2003-2004 Board of Directors and currently serves as the chairman of the 2018 Nominating Committee. She was awarded the Fellow designation (FASHRM) from ASHRM in 1992 and the Distinguished Fellow designation (DFASHRM) in 1998. Ms. Benton completed ASHRM's Healthcare Risk Management Certificate Program in 1996. She also received the Certified Professional in Healthcare Risk Management (CPHRM) designation from ASHRM in 2000. Ms. Benton was also the recipient of ASHRM's Excellence in Writing Award in 1999, Distinguished Service Award (DSA) in 2005 and Presidential Citation Award in 2014.

In addition, Ms. Benton is an active member of the Georgia Society for Healthcare Risk Management (GSHRM) and received the 1995-1996 GSHRM's Risk Manager of the Year Award, the 2002 Distinguished Service Award for outstanding contributions in the advancement of the profession of risk management and service to GSHRM, and 2004 GSHRM Lifetime Achievement Award. In 2010, she received the Distinguished Alumni Award for Excellence in Clinical Development by Georgia Baptist College of Nursing at Mercer University.

Ms. Benton is a frequent speaker on healthcare risk management topics at the state, national and international level and has authored articles and chapters on healthcare risk management. She was a contributing author for the 4th, 5th and 6th Editions of ASHRM's *Risk Management Handbook for Healthcare Organization*; the 2003, 2006 and 2014 *CPHRM Examination Preparation Guide*; and the 2017 *Health Care Risk Financing Playbook: Risk Identification, Monitoring and Insurance*. She has served as faculty for ASHRM's Healthcare Risk Management Certificate Program, CPHRM Exam Preparation Course and Insurance 101.

DOUGLAS J. BORG, MHA, ARM, CPHRM, DFASHRM, SENIOR DIRECTOR, CLAIMS & QUALITY OPERATIONS, PREMIER INSURANCE MANAGEMENT SERVICES

Doug currently works for Premier Insurance Management Services as their Senior Director, Claims & Quality Operations, where he manages claims provides and risk management consulting services. Prior to joining Premier, he was the Assistant VP, Risk Management for Duke University Health System, where he oversaw the clinical risk management programs for the entire system. He also managed the day-to-day operations of the system's captive insurance company including both risk financing and loss control activities. Working at Duke for more than 22 years, he served in a number of roles, including Director of Insurance for 7 years and as the Director of Risk Management for Duke University Medical Center for more than 13 years. He holds a BS in Biology from Eastern Mennonite University, and earned his Master's in Health Administration from the Medical College of Virginia (VCU) in 1991. With more than 30 years of healthcare and clinical risk management experience, he has presented both locally and nationally on various topics and contributed to several publications, including a chapter in the fifth edition of ASHRM's Risk Management Handbook. He has a history of leadership in the field of healthcare risk management, serving on boards and committees at both the state and national level. He has been twice-elected president of the North Carolina Chapter of ASHRM, and served as the President of the American Society for Healthcare Risk Management (ASHRM), in 2008. He recently served on the Board of Directors for the International Center for Captive Insurance Education (ICIE), and the Editorial Review Board for the ASHRM *Journal of Healthcare Risk Management*.

KAREN S. GARVEY BSN, MPA/HCA, CPHRM, CPPS, VICE PRESIDENT, SAFETY & CLINICAL RISK MANAGEMENT, PARKLAND HEALTH & HOSPITAL SYSTEM

Karen Garvey is responsible for enterprise integration and oversight of Infection Prevention, Regulatory & Accreditation, Patient Relations, Clinical Data Registry and Patient Safety and Clinical Risk Management.

Ms. Garvey's responsibilities include improvement of clinical outcomes focused on loss prevention, risk mitigation as well as patient safety activities to improve patient outcomes. She mentors Clinical Risk Managers, Quality Directors and nurses, physicians and pharmacists on clinical risk management principles, root cause analyses, data management/ integrity and proactive risk strategies.

Karen has led many educational initiatives and programs including; TeamSTEPPS Implementation (> 5000 employees), Demystifying the Root Cause Process, RCA Lessons Learned through Patient Safety Alerts, Resident and Staff Physician Education initiatives on Enterprise Risk Management, Patient Safety in Graduate Medical Education curriculum, Disclosure Training Simulation Programs, Just Culture Principles and Anatomy of Errors.

Ms. Garvey is an active member of the American Society for Healthcare Risk Management (ASHRM), served as Chairperson of the Practice Committee (2015) and the ASHRM Nominating Committee (2013). She currently serves as the ASHRM liaison for the organization, Medically Induced Trauma Support Services (MITSS), and is an active member of the Content Committee. Ms. Garvey also serves as active teaching faculty for the Healthcare Risk Management Modules (Essentials) and for ASHRM's program for the Certified Professional in Healthcare Risk Management (CPHRM) where she has taught since 2008. Ms. Garvey has also been a contributing author to

several of the ASHRM Pearls such as in revising the ASHRM Pearls on Medical Error Disclosure (2011), the Nursing Pearls (2012) and has also been a contributing author of the current CPHRM Examination Prep Book. Karen also is national teaching faculty for the National Patient Safety Foundation (NPSF) for the exam preparation class for the Certified Professional in Patient Safety (CPPS)

Karen holds a Bachelor's degree in Nursing and a Master's degree in Public Administration and Healthcare Administration. She also is a graduate fellow in the HRET Patient Safety Leadership Program. She also holds a certificate as a certified healthcare risk manager (CPHRM) and a certification in patient safety (CPPS). She is also active in the North Texas Society for Health Risk Management (NTSHRM).

JOSH HYATT DHS(C), MHL, CPHRM, FASHRM, EXECUTIVE DIRECTOR, INTEGRATED RISK MANAGEMENT FOR KECK MEDICINE

Dr. Josh Hyatt obtained a Doctor of Health Science (2014) and a Masters in Health Law (2004) from Nova Southeastern University and his undergraduate degree in Psychology from Florida International University in 1995. Dr. Hyatt has extensive experience as a healthcare risk manager, medical ethicist, compliance professional, lecturer, and writer. His academic interests primarily focus on the relationships between health law and medical ethics, social media, health disparities, and LGBT health issues.

Dr. Hyatt has worked in healthcare and risk management for more than 25 years and has achieved the designation of certified professional in health care risk management and is a Fellow with ASHRM. He has had a varied background that includes mental health, risk management, director and managerial roles, regulatory (federal and state), consultant, and educator. He current works with a major MPLI as a Senior Risk Management Specialist and is an adjunct and visiting professor with several universities, teaching on topics such as health law, bioethics, health leadership, health policy and analysis, and strategic management. He has written and published on topics of healthcare disparities and workplace issues, social media in healthcare, and medical ethics.

Dr. Hyatt is sought out to speak at many professional, medical, and academic conferences and events throughout the year on a variety of topics. Just a few of them include *Moral Disengagement and Patient Safety Outcomes* (ASHRM), *Risk Management and Telemedicine* Southern California (SCAHRM), *Legal Issues in LGBT Care* (American Society for Law, Medicine, and Ethics- Health Law Professor Conference), *Medical Ethics and Provider Care* (Western Health Care Leadership Academy), *Master Series: LGBT Issues in Health Care* (ASHRM), *Risk Management and Patient Safety 101* (Physician Insurers Association of America), *EMR Liability* (American College of Physicians), *The Risk Manager as a Whistleblower* (SCAHRM), and *Strategies to Minimize Risk in the Office Setting* (Network of Ethnic Physicians Organization).

In addition to his active list of speaking engagements, Dr. Hyatt has written peer-reviewed and non- peer reviewed articles such as *LGBT disclosure in minor records: Risks and responsibilities* (Journal of Healthcare Risk Management), *Communication technology in the healthcare setting, ethical and legal dilemmas* (The Interdisciplinary), *LGBT healthcare as ethics* (The Journal of Hospital Ethics), *Moral disengagement and patient safety implications* (Journal of Healthcare Risk Management), *Survey Troubleshooter: Proven Strategies for Mastering the Top 25 Nursing Home Deficiencies* (Contributing Editor, HC-Pro Publications), *Responding to negative online comments* (Birmingham Medical News Blog, San Joaquin Physician, and Southern California

Physician), *Domestic violence: Choices for a better future* (The Weekly News), *Same-sex partnership rights: Health care decision making and hospital visitation* (Nova Southeastern University), and *Gay and lesbian discrimination in the workplace: Legal regulation of the workplace* (Nova Southeastern University). In addition to his publications, Dr. Hyatt appeared on two episodes of *Only Seniors* (TV Show) as a guest Expert, nursing home regulations.

Dr. Hyatt is very active in professional organizations such as the American Society for Healthcare Risk Management (ASHRM), Southern California Association for Healthcare Risk Management (SCAHRM), Alpha Eta Honor Society, American Society for Bioethics and Humanities (ASBH), Gay and Lesbian Medical Association (GLMA), and Association of Interdisciplinary Doctors of Health Science (AIDHS). With ASHRM, he is on the prestigious Faculty for the risk management certification (CPHRM) and has been the past Chair for the National Webinar Committee. In SCAHRM, he has served on the Board of Directors for last 4 years and is currently the President-Elect. With AIDHS, he has been the Co-Chair of the Bioethics and Health Care Ethics Committee since 2014. Because of his community service and leadership, Dr. Hyatt has received the President's Award (SCAHRM), STAR Award for Theatrical Excellence (Performing Arts League), and several service and achievement awards throughout his career. He is most proud of receiving Surveyor of the Year from the Agency for Healthcare Administration in Florida.

SHERRILL PETERS RN, ARM, CPHRM, FASHRM, DIRECTOR, CLINICAL RISK MANAGER, COMMUNITY HEALTH SYSTEMS

Ms. Peters has been with CHS for 15 years. Prior to CHS, she worked for HCA the Healthcare Company and its pre-merger companies, Humana and Columbia, for 18 years. At CHS she supports 196 hospitals, 3,500 employed physician and their practices, and surgical centers in 29 states. She also handles claims for employment practices liability and manages the physician malpractice underwriting program.

Ms. Peters' clinical background is obstetrical nursing. After leaving the bedside, she served as the risk manager at the University of Louisville, where she managed and directed the clinical risk management, workers' compensation, general and professional liability programs. She also served as the facility's safety director and managed the infection control and employee health programs. Ms. Peters has also managed claims from the corporate setting for workers' compensation, general and professional liability in Texas, Florida and Louisiana before returning her focus to clinical risk prevention. Ms. Peters is a graduate of Evansville University where she received her BSN in 1980. She has also earned several other risk related honors, including Humana's Risk Manager of the Year in 1991; Associate Risk Management (ARM) from the Insurance Institute of America in 1997; Certified Professional in Healthcare Risk Management (CPHRM) in 2000; and Fellow of the American Society of Healthcare Risk Management (FASHRM) in 2001.

Ms. Peters has been an AHRM member since 1995, served on the ASHRM Board of Directors 2003- 2004 and is currently serving a second elected term 2014-2016. She has served ASHRM on several committees over the years, developed curriculum for educational offerings, and also served as faculty for the Risk Management Certificate and Patient Safety Programs.