

ENTERPRISE RISK MANAGEMENT CERTIFICATE PROGRAM

ERM CERTIFICATE PROGRAM

FACULTY

CAROLYN BAILEY, BS, CPHRM, CHSP, ADMINISTRATIVE DIRECTOR OF RISK MANAGEMENT, BLESSING HEALTH SYSTEM**

Carolyn Bailey, BS, CPHRM, CHSP has been the Administrative Director of Risk Management for the Blessing Health System located in Quincy, Illinois since 2008. The Blessing Health System consists of two hospitals, two large physician groups, a number of clinics, a four-year nursing and health sciences college, a foundation, TPA service for area employers who are self-insured, a CIN and a group of medical specialty businesses (such as a linen company, durable medical equipment provider, retail pharmacy, etc.) and has several affiliations with other area hospitals and health systems. Carolyn helped to create the system's Enterprise Risk Management program and has oversight for the Risk Management Department on behalf of all the entities within the system. Prior to Blessing, Carolyn worked in the field of Risk Management for over twenty years including at a hospital in St. Louis, a medical device manufacturer and distributor, as well as an industrial coating manufacturer and insurer. Carolyn has experience in all aspects of ERM, risk identification and assessment, strategic planning, process improvement, safety and security, business continuity and disaster preparedness, risk mitigation and control, including managing a self-insured trust. She is well versed in ERM methodologies and has worked with corporate leadership in the development of strategic risk management plans to ensure they are tied to the corporate mission and vision.

Carolyn has certification in Healthcare Risk Management (CPHRM), Certified Healthcare Safety Professional (CHSP), B.S. degree, and is working toward the completion of her Master's along with attending countless courses focused on enterprise risk. She is an active member of ASHRM, ISHRM, CHRMS, and other professional organizations and has previously served on the Board of ISHRM.

CAROLINE BELL, RN, BSN, JD, CPHRM, DFASHRM, CEO, INTEGRATED ENTERPRISE RISK MANAGEMENT™**

Caroline Bell, CEO of IERM™, LLC (Integrated Enterprise Risk Management™) partners with health care leaders to achieve Integrated Enterprise Risk Management within their entity. After spending over ten years working with leaders in various health care organizations, Caroline appreciates the complexity associated with achieving a fully functioning and effective ERM program. These complexities can oftentimes be perceived as barriers that result in ceasing efforts to continue the journey. Caroline knows what factors truly drive success. It's not merely adopting a general ERM Model. It's how the organization integrates ERM into a business process across the organization. Caroline's collaborative and results-oriented approach facilitates complete adoption of IERM™ in health care entities.

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REBECCA CADY, ESQ, BSN, CPHRM, DFASHRM, FACHE, VICE PRESIDENT, CHIEF RISK OFFICER, CHILDREN'S NATIONAL HEALTH SYSTEM**

Rebecca Cady is Vice President, Chief Risk Officer at Children's National Medical Center in Washington, D.C. She is a Bachelor of Science in Nursing graduate of Georgetown University, and a graduate of the University Of San Diego School Of Law. Prior to coming to CNMC in 2008, Rebecca was a partner at Grace, Hollis, Lowe, Hanson and Schaeffer, a California law firm, where she practiced in the areas of malpractice defense, healthcare, and professional licensure law. She has published extensively in the area of nursing and the law, and is a frequent lecturer to healthcare providers. She was Editor in Chief of the Journal of Nursing Administration's Healthcare Law, Ethics, and Regulation from 2002-2013. She was named the 2018 Risk Manager of the Year by RIMS, the Risk and Insurance Management Society, a global professional organization of risk professionals from all industries.

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, 6th 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 the current President of ASHRM and past-president of 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, and serves on the Board of the National Perinatal Information Center.

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

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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.

DEBORAH LESSARD RN, BSN, MA, JA, CPHRM, FASHRM, LESSARD CONSULTING

Ms. Lessard has 27 years' experience in health care operations including clinical and enterprise risk management, quality and patient safety, occupational safety, claims and litigation, professional and general liability insurance, risk finance, education/training, legislative and political advocacy. She is a nurse-attorney with a graduate degree in organizational communication and a focus in health care communication. She has earned her CPHRM (Certified Professional in Health Care Risk Management), has been recognized with the designation of FASHRM (Fellow of the American Society for Healthcare Risk Management) and has a certification in Strategic Decision Making and Enterprise Risk Management from Stanford University (a two-year program).

Her employment and consultative roles include senior leadership, project leadership, and advisor to executive leadership. In these roles, she has defined business issues based on organizational credit/bond reports, competitive analyses, new laws and regulations, public reporting, surveys, internal financials, loss history, market trends, and industry analytics. Ms. Lessard has led groups in defining how expense lines (including insurance premium) affect capital and create new possibilities for addressing a broader range of risks. She has integrated the above and have provided strategic direction, developed strategic plans, philosophies, policies/procedures, internal and external communication strategies, developed quality metrics and taxonomies to evaluate and monitor care.

BARBARA MCCARTHY, RN, MPH, CIC, CPHQ, CPHRM, FASHRM, ENTERPRISE RISK OFFICER, BEVERLY HOSPITAL

Barb is currently Enterprise Risk Officer at Beverly Hospital, a member of Lahey Health, in Beverly, Massachusetts and is responsible for risk prevention and control. She also acts as the HIPAA Privacy Officer, working closely with the Chief Compliance Officer. Barb received a diploma in Nursing from New England Deaconess Hospital School of Nursing in Boston, a BSN from Northeastern University, and an MPH from Boston University. Past roles include critical care and inpatient nursing management; performance improvement, infection control, safety, & employee health leadership as well as Joint Commission coordination. Barb has been an active member of MSHRM/ASHRM for 11 years & was chapter president in 2009. Most recently, she is a member of the ASHRM Board and is currently a member of the ASHRM ERM Advisory Committee.

FAYE SHEPPARD RN, MSN, JD, CPHRM, FASHRM, CPPS, PRINCIPAL, PATIENT SAFETY RESOURCES

Ms. Sheppard has 30 years of experience in patient safety and risk management. She served as legal counsel for over 15 years in a pediatric healthcare system and for 10 years as the director of risk management in a large acute care health system. She is currently providing risk management and patient safety consulting services for Patient Safety Resources. Faye has had the privilege of serving on the Board of the American Society of Healthcare Risk Management (ASHRM) and have served for the last 3 years as Chairman of ASHRM's Patient Safety Task Force. The 2015 Task Force wrote and developed ASHRM's "Patient Safety Risk Management Playbook: Identify, Analyze, Present and Communicate Meaningful Data." She is a member of ASHRM's ERM faculty and contributed to ASHRM's RCA Playbook. She has been on the Board of Advisors (Governors) for the National Patient Safety

Foundation since 2013, and served as a subject matter expert for their 2015 publication “RCA2 : Improving Root Cause Analyses and Action to Prevent Harm.”

DENISE SHOPE RN, MHSA, ARM, CPHRM, FASHRM, RISK MANAGEMENT CONSULTANT, RCM&D

For the last 23 years Denise has specialized in healthcare risk management, regulatory compliance, quality improvement and patient safety. Her early work and experience is in health care risk management managing clinical risk management issues for a tertiary care system including a large physician group practice. During the last 9 years, Denise has focused on enterprise wide risk management consulting services. Denise bring a hands-on real life perspective to her current role as a risk management consultant. Her experience spans the continuum of risk manager, director of risk management, patient advocacy and performance improvement, director of regulatory compliance and patient safety officer. She started her career very young as a nurse’s aide in a skilled nursing facility and grew professionally into a well-recognized professional in the field of health care quality, patient safety and risk management. As a registered nurse, her clinical experience includes adult medical surgical nursing, nursing staff development and nursing management in a multi-hospital tertiary care health system.

Denise earned her diploma in nursing from Geisinger School of Nursing, a Bachelor in Science, Nursing degree from Bloomsburg University, and a Master’s degree in Health Services Administration from Marywood University in Scranton PA. She received an Associate in Risk Management designation from the Insurance Institute of America in 1996 and is a Certified Professional Healthcare Risk Manager. Denise is a licensed broker for Property and Casualty Insurance lines in multiple states. She has presented locally and nationally on various health care risk management, quality and patient safety topics to audiences ranging from 5-500. Her writings range from short articles to comprehensive analytical reports. She is very active in her state and national professional society- the American Society for Healthcare Risk Management where she holds the FASHRM designation. Denise keeps a work-life balance by staying physically active and volunteering her time with local community events and organizations.