

ENTERPRISE RISK MANAGEMENT CERTIFICATE PROGRAM

ERM CERTIFICATE PROGRAM

FACULTY

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 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.

MICHELLE HOPPES RN, MS, AHRMQR, DFASHRM, PRESIDENT AND CEO, MICHIGAN PROFESSIONAL INSURANCE EXCHANGE

Michelle Hoppes, RN, MS, AHRMQR, DFASHRM, is the President and CEO of the Michigan Professional Insurance Exchange, a reciprocal company with a primary focus on risk management and patient safety. She began her career as a registered nurse and healthcare risk manager before joining the corporate side of business. She has held senior positions in both healthcare organizations and insurance companies, performing roles in risk management, claims management and business development. Michelle's leadership positions have included SVP Global Risk Management and Loss Control for Allied World Assurance Company, SVP Healthcare Risk Management for Sedgwick, SVP for Emergency Physicians Insurance Company, President of Patient Safety Risk Solutions LLC, VP Risk Management for MHA Insurance Company and President of the Risk Management and Patient Safety Institute. She has served on several national organizations such as the United States Pharmacopeia (USP), Emergency Medicine Physician Patient Safety Foundation (EMPSF) and as past president of both the MI state and national level risk management societies-ASHRM.

Michelle is a frequent national speaker and is currently leading co-author of the whitepaper series on serious safety events for ASHRM and the chair of the ERM committee. She has had numerous articles published, as well as book chapters. She has completed the AHA/ASHRM/NPSF leadership program as a patient safety fellow and obtained a Master's degree in Healthcare Management with an emphasis in Risk Management from the Finch University; the Chicago Medical School. She is certified in risk management and quality review and is a Distinguished Fellow of the American Society for 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.

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.

KATHRYN WIRE JD, MBA

Kathryn has practiced medical malpractice defense for four years and has worked as a healthcare risk manager for 25 years. She has worked in various consulting roles on risk, safety culture and patient safety for 10 years. She is a Certified Professional Healthcare Risk Manager (CPHRM) and is a Fellow of ASHRM.