

HRM CERTIFICATE PROGRAM

MODULE 1: ESSENTIALS IN HEALTH CARE RISK MANAGEMENT

FACULTY

JEAN HOOD RN, MSN, CPHRM, CPPS, FASHRM, DIRECTOR, CLINICAL RISK MANAGEMENT, ADVENTHEALTH

Jean Hood is the Director of Clinical Risk Management for AdventHealth which operates and provides healthcare services for many hospitals, clinics, physician practices, skilled nursing facilities, home health agencies and hospice care centers across nine states. Jean has over 35 years of healthcare experience, including time spent as a bedside nurse in critical care, surgical services and the outpatient setting and then as a nurse in leader in Quality and Risk Management. She was a hospital-based Risk Manager prior to being recruited by AdventHealth in 2006 to help develop a robust, system-wide Clinical Risk Management / Loss Control program. Currently, Jean directs clinical risk management efforts and guides unified risk, patient safety, and employee safety efforts across the large healthcare system. This work has led to the creation of several risk and safety assessment tools, claim investigation guides, regulatory response strategy guides, dashboards and presentation templates. This work has promoted a “Just Culture” of clinical risk management within AdventHealth. In 2018, Jean’s Clinical Risk team was the recipient of ASHRM’s Patient Safety Innovation Award for their Human Factor Engineer Approach in Conducting a Root Cause Analysis.

Jean is an active member of the American Society for Healthcare Risk Management (ASHRM). She currently serves on the Chapter Leader Task Force, the Education Development Task Force and as faculty for ASHRM’s Healthcare Certification Program Modules (Essentials). Jean is also very active in the Florida Society for Healthcare Risk Management and Patient Safety (FSHRMPS). She is an officer on its Board of Directors and currently participates in the Advocacy, Education, and Membership committees. Jean was awarded FSHRMPS’ Professional Recognition Award in 2015.

Jean shares her knowledge and passion for Risk Management education in her role as adjunct faculty for University of Central Florida’s healthcare risk management continuing education program and is also a frequent guest lecturer on Risk Management’s role in Healthcare at AdventHealth University.

Jean holds a bachelor’s and a master’s degree in nursing and holds certificates as a certified healthcare risk manager (CPHRM) and certification in patient safety (CPPS).

Away from work, Jean enjoys traveling adventures with her husband of 35 years.

**denotes trainee faculty

GEORGENE SALIBA RN, BSN, MBA, CPHRM, FASHRM, SENIOR DIRECTOR, CORPORATE RISK MANAGEMENT – ACUTE CARE, UHS OF DELAWARE, INC.

Georgene is the Senior Director, Corporate Risk Management, Acute Care for UHS of Delaware, Inc. She is responsible for analysis and oversight of the risk management and patient safety functions for all UHS acute care facilities, including participation in facility surveys to evaluate functionality of the facility risk programs and performance of risk staff. She directs organizational efforts in planning, implementation evaluation and management of the risk program, including consultation, direction and assistance to corporate risk staff for the implementation monitoring and enforcement of all aspects of the risk program. Prior to coming to UHS she was the Administrator Risk Management & Patient Safety for Lehigh Valley Health Network in Allentown PA.

She is a diploma graduate of the Hospital of the University of Pennsylvania, obtained her BSN from Cedar Crest College and her MBA from DeSales University.

She holds the CPHRM and FASHRM designations. She is a Past President of ASHRM and a current faculty member. She has been a speaker both nationally and regionally on risk management and patient safety topics.

DENISE SHOPE RN, MHSA, ARM, CPHRM, DFASHRM, TEAM LEADER, HEALTH CARE RISK MANAGEMENT, RCM&D

Denise joined RCM&D in 2008 as a Risk Management Consultant. She brings 33 years of extensive healthcare experience, 27 years of which she spent working in healthcare risk management handling risk management issues for tertiary care systems, physician groups, post-acute care and enterprise-wide health care delivery systems. She is a nationally recognized healthcare enterprise risk management professional.

Prior to joining RCM&D, Denise began her career as a registered staff nurse at Geisinger Medical Center, and then progressed through several advancements, including to the position of Geisinger Health System Director of Performance Improvement and Risk Management, and Patient Safety Officer.

She held leadership positions with the Pennsylvania Association of Health Care Risk Management and served on the Board of Directors for the American Society for Healthcare Risk Management (ASHRM) from 2011 through 2014, and currently during her presidential term through 2020. She is currently ASHRM's 2019 past- President. Denise currently sits on ASHRM's Enterprise Risk Management Task Force and is faculty for ASHRM's ERM Certificate program and ASHRM's Healthcare Risk Management Certificate program. She speaks nationally on healthcare enterprise risk management topics. She holds the Designated Fellow of the American Society for Healthcare Risk Management and is a Certified Professional Healthcare Risk Management (CPHRM) designee. In addition to her advanced degree and certifications she is a licensed producer for Property and Casualty insurances.

**denotes trainee faculty

CYNTHIA (CYNDI) S. SIDERS RN, MSN, DFASHRM, CPHRM, CPPS, CEO AND EXECUTIVE CONSULTANT, SIDERS HEALTHCARE CONSULTING, LLC

Cyndi has more than 30 years of healthcare, administrative and insurance experience, 25 of those focused on risk management and patient safety. Cyndi's responsibilities as CEO and Executive Consultant of Siders HealthCare Consulting, LLC include providing customized risk management and patient safety professional consultation and strategic support, coaching, mentoring and education for healthcare organizations and health systems; risk management companies, insurance and claims management companies and insurance agencies.

Cyndi has served as vice president of consulting services for Coverys and the Risk Management and Patient Safety Institute providing leadership for a team of consultants delivering risk management and patient safety consultative services, education and strategic support for clients nationally. These services included educational programs and training; comprehensive risk management, patient safety and quality improvement evaluations; coaching and mentoring programs and consultative services for healthcare systems, hospitals, physician office practices, community health centers and senior care facilities. She was also responsible for the development of proactive risk management and patient safety products and services.

Prior to joining Coverys, Cyndi was corporate risk manager for an integrated health system. In this role, she was responsible for the overall risk management and patient safety program, loss control and risk financing, claims administration, contract review, patient relations, and served as a liaison with insurance and regulatory representatives. She has previously served as senior consultant and regional director for two national professional liability insurance companies.

Cyndi has Bachelor and Master of Science degrees in nursing from the University of North Dakota. She is a graduate of the Healthcare Risk Management Certificate Program co-sponsored by MMI Companies Inc. and the University of Health Sciences/The Chicago Medical School. Cyndi is a distinguished fellow with the American Society for Healthcare Risk Management, a certified professional in healthcare risk management from the American Hospital Association, a certified professional in patient safety from the certification board for professionals in patient safety and an advanced master trainer in TeamSTEPPS. Cyndi is past president of the North Dakota Society for Healthcare Risk Management and serves as faculty for the ASHRM Health Care Risk Management Certificate Program. Cyndi is a frequent state and national speaker on a variety of risk management and patient safety topics and has authored several national publications, including chapters in ASHRM publications. Cyndi is a past recipient of the ASHRM Research Incentive Award.

**denotes trainee faculty

**THERESA (TERIE) ZIMMERMAN RN, JD, ARM, DFASHRM, AVP, GLOBAL RISK SOLUTIONS
HEALTHCARE LEAD, QBE NORTH AMERICA ****

Terie Zimmerman is Assistant Vice President, Global Risk Solutions Healthcare Lead. She manages, coordinates and drives the loss control services and risk assessment processes for the Healthcare Vertical. Terie joined QBE North America in March 2019 and brings over 20 years of legal, clinical, safety and risk expertise to the healthcare industry. A “risk resource” to underwriters, Terie is also responsible for ensuring that quality loss control services are provided, and that risk assessments are completed for new and existing clients. She works with healthcare insureds to proactively identify, evaluate and eliminate/reduce loss exposures, and to improve patient safety.

Terie earned a Doctor of Jurisprudence from Capital University School of Law, a Bachelor of Science in Nursing from the University of Akron and is a Distinguished Fellow of the American Society of Healthcare Risk Managers (DFASHRM.) She is past president of the American Society of Healthcare Risk Managers (ASHRM) and the Ohio Society for Healthcare Risk Managers. Additionally, Terie received her Associate in Risk Management (ARM) designation from the Insurance Institute of America. She has taught, written, and spoken nationally on risk management, loss control, patient safety and many other topics.

**denotes trainee faculty