

# HRM CERTIFICATE PROGRAM

## MODULE 1: ESSENTIALS IN HEALTHCARE RISK MANAGEMENT

### FACULTY

**JOYCE H. BENTON** RN, MSA, ARM, CPHRM, DFASHRM, LHRM, ASSISTANT VICE PRESIDENT, HEALTHCARE RISK CONTROL, CNA

Joyce Benton is the AVP, Healthcare Risk Control for CNA. Prior to joining CNA, Ms. Benton 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 is an active member of the American Society for Healthcare Risk Management (ASHRM), served on ASHRM's 2003-2004 Board of Directors, and is also an active member of the Georgia Society for Healthcare Risk Management (GSHRM) and Florida Society for Healthcare Risk Management and Patient Safety (FSHRMPS). 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 in 2005 and Presidential Citation Award in 2014.

In addition, Ms. Benton 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.

Ms. Benton is a frequent speaker on healthcare risk management topics at the local, state and national level and has authored several articles. She is a contributing author to the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Editions of the Risk Management Handbook most recently published in 2011. She has served as faculty for ASHRM's Healthcare Risk Management Certificate Program, CPHRM Exam Preparation Course and Insurance 101.

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**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; TeamSTEPS 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).

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**JEAN HOOD RN, BSN, LHRM, CPHRM, DIRECTOR, CLINICAL RISK MANAGEMENT, ADVENTIST HEALTH SYSTEM**

Jean Hood, RN BSN LHRM CPHRM (former CCRN) is the Director of Clinical Risk Management for Adventist Health System (AHS), which operates 45 hospitals in 10 states. Jean has over 30 years' healthcare experience, including 15 years of leadership in Quality and Risk Management and another 15 years as a Registered Nurse in critical care, surgical services, and outpatient care.

Jean was a hospital-based Healthcare Risk Manager prior to being recruited by Adventist Health System (AHS) in 2006 to help develop a robust, system-wide Clinical Risk Management / Loss Control program. Currently, Jean directs the AHS Clinical Risk Management efforts and guides unified risk management, patient safety, and employee safety efforts across the system. This work led to the creation of a 12-point assessment tool that provides a succinct scoring method for a risk management program evaluation. The effort also includes templates for event report evaluation/coding,

claim investigation guides, regulatory response strategy guides, dashboards, and presentation templates. This combined work has promoted a “Just Culture” of Clinical Risk Management within AHS.

Jean is an active member of the American Society for Healthcare Risk Management (ASHRM) as well as the Florida Society for Healthcare Risk Management and Patient Safety (FSHRMPS), where she has served on the Advocacy, Education, and Communication committees. Jean is the 2015 recipient of FSHRMPS’ Professional Recognition Award, the highest award given each year. Her publications include “Improving Patient Safety with Systematic Risk Management Program Assessments,” which was presented in poster format at the 2014 ASHRM conference.

Jean shares her knowledge and passion for Risk Management education in her role as adjunct faculty for University of Central Florida’s Continuing Education Risk Management Licensure Course and is also a frequent guest lecturer on Risk Management’s role in Healthcare at Adventist University of Health Sciences Master of Healthcare Administration Program and Master of Nursing Certified Registered Nurse Anesthetist Program.

Jean has been married to her husband John for 32 years; they are the proud parents of three adult children.

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#### **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.

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**GEORGENE SALIBA RN, BSN, MBA, CPHRM, FASHRM, SENIOR DIRECTOR, CORPORATE RISK MANAGEMENT FOR UHS OF DELAWARE, INC.**

With over 30 years of healthcare and Risk Management experience, Georgene is currently the Senior Director, Corporate Risk Management, Acute Care Division for UHS of Delaware, Inc. She is responsible for analysis and oversight of the risk management and patient safety functions for 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 in 2014, she was the Administrator Risk Management & Patient Safety for Lehigh Valley Health Network in Allentown PA, a large integrated tertiary healthcare system.

She is a diploma graduate of the Hospital of the University of Pennsylvania, Philadelphia, PA obtained her BSN from Cedar Crest College, Allentown, PA and her MBA from DeSales University in Center Valley, PA

She holds the CPHRM and FASHRM designations from the American Society of Healthcare Risk Management and is also a Past President of ASHRM. She is a past Board member for the AHA Certification Center. She continues to be actively involved in various committees and Task Forces for ASHRM She has been a speaker both nationally and regionally on risk management and patient safety topics.

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

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 include providing customized risk management and patient safety coaching, training and professional consultation for healthcare organizations and health systems.

Cyndi has served as vice president of consulting services for Coverys providing leadership for a team of consultants delivering risk management and patient safety consultative services, education and strategic support for clients nationally. These services include 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 long-term care facilities. She was also responsible for the development of proactive risk management and patient safety products and services.

Cyndi has served as 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



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master trainer in TEAMSTEPPS. Cyndi is past president of the North Dakota Society for Healthcare Risk Management and serves as faculty for the ASHRM Barton 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 a chapter in the Risk Management Handbook, Sixth Edition. Cyndi is a past recipient of the ASHRM Research Incentive Award.