

# PATIENT SAFETY CERTIFICATE PROGRAM

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### FACULTY

#### **GERI AMORI PHD, ARM, CPHRM, DFASHRM, VICE PRESIDENT FOR ACADEMIC AFFAIRS, COVERYS\*\*\***

Geri Amori is the Vice President for Academic Affairs for Coverys based in Boston, Massachusetts. In that role, Dr. Amori develops, analyzes and coordinates professional development/education programs for healthcare provider organizations, insurers, brokers, associations, and consumer organizations nationally. In addition, she presents, teaches, coaches, and facilitates educational programs about Risk Management and Patient Safety issues. Having taught psychology and communication skills at the graduate and community college level, her area of passion and expertise is in all aspects of human interactive interface. Dr. Amori has served as Vice President for the Education Center of the Risk Management and Patient Safety Institute, Principal of Communicating HealthCare, and as Risk Manager for Fletcher Allen Health Care in Burlington, Vermont. Prior to joining the Risk Management field in 1989, she served as Psychopharmacology Clinic and Research Coordinator with University Associates in Psychiatry at the University of Vermont. Dr. Amori received a Ph.D. in Counselor Education from the University of Florida and an MS in Counseling and Human Systems from Florida State University. She is an active member of the American Society for Healthcare Risk Management (ASHRM) and is a past president of the society. She is the 2004 recipient of the coveted ASHRM Distinguished Service Award and three-time recipient of the ASHRM Journal Author Excellence Award. A CPHRM and Distinguished Fellow in the American Society for Healthcare Risk Management, Dr. Amori is also the past president of the Northern New England Society for Healthcare Risk Management. Dr. Amori is the author of the chapter on communicating with patients and families for the 6th edition of the Risk Management Handbook for Healthcare Organizations, as well as publications on Disclosure of Unanticipated Outcomes, Office Practice Risk Management, Communication issues in Root Cause Analysis, and more.

#### **FRANCESCA J. CHARNEY RN, BS, MSHA, CPHRM, CPHQ, CPSO, CPPS, DFASHRM, DIRECTOR OF RISK MANAGEMENT, AMERICAN SOCIETY FOR HEALTHCARE RISK MANAGEMENT (ASHRM)**

Fran Charney is the Director of Risk Management for the American Society for Healthcare Risk Management (ASHRM) in Chicago. Fran has written numerous professional journal articles and has participated in several speaking engagements for organizations such as Institute of Healthcare Improvement (IHI), National Patient Safety Foundation (NPSF), Hospital and Health system Association of Pennsylvania (HAP), American Society of Healthcare Risk Management (ASHRM), Department of Defense medical Command etc. Fran has testified before the Commonwealth of Pennsylvania Legislative Committee for the 100K lives program. Fran's participation in the Pennsylvania Color of Safety Initiative along with several other Pennsylvania hospitals won a HAP Innovation Award and Patient Safety

\*\* denotes faculty member is a trainee faculty

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Achievement Award. Fran also serves as faculty for the patient safety curriculum and Teamsteps for ASHRM and has completed the HERT Patient Safety Leadership Fellowship in 2009. She served as a member of the Board of Directors for ASHRM prior to joining the American Hospital Association (AHA).

Fran began her career in 1980 as a registered nurse working in the ICU, OR and PACU units of hospitals in New Jersey and Pennsylvania. Most recently she has served as Director of Educational Programs for the Pennsylvania Patient Safety Authority. In January 2015 she accepted the position of Director of Risk Management for the American Society for Healthcare Risk Management (ASHRM).

Fran is an RN with a Bachelor's of Science Degree and a Master Degree in Healthcare Administration. Her certifications include, Certified Profession in Healthcare Risk Management (CPHRM), Certified Patient Safety Officer (CPSO), Certified Professional in Healthcare Quality (CPHQ) Certified Professional in Patient Safety (CPPS) and a Distinguished Fellow in the American Society of Healthcare Risk Management (DFASHRM). Fran has served as President of the Central PA Association of Health Care Risk Management (CPAHRM), sat on the PA Medical Society Executive Council on Patient Advocacy, Patient Safety Advisory Group and Committee for Quality and Care Management for HAP. She is an item writer for the CPPS certification and sits on the Expert Oversight Board for the National Patient Safety Foundation. Fran has been accepted as a Population Health Associate for the Health Policy Forum for Jefferson School of Population Health. She is a certified trainer in Just Culture and a master trainer in Teamsteps. Fran has also furthered her knowledge in Healthcare Risk Management by achieving certificates in Health Care Law and ASHRM Barton and Patient Safety Curriculums. Charney also has a certificate in Lean Six Sigma and black belt from Villanova University.

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**JENNIFER GROSZEK RN, BSN, MJ, CPHRM, FASHRM, CPPS, DIRECTOR, RISK MANAGEMENT,  
BONCURA HEALTH SOLUTIONS**

Jennifer M. Groszek is the director of risk management for Boncura Health Solutions. In this role, Ms. Groszek is responsible for the risk management program of DuPage Medical Group, which is the largest independent, multi-specialty physician group in the Chicago area. Previously, she was a risk control consultant at CNA Insurance Companies responsible for providing consultative risk services to insureds and external customers. She has more than 10 years of experience in patient safety and risk management, having served as a research nurse coordinator with the patient safety team and as a risk manager at Northwestern Memorial Healthcare, Chicago. She began her clinical healthcare career as a neurosurgical, neurological, and orthopedic registered nurse.

Ms. Groszek received the Excellence in Nursing Practice Award from Northwestern Memorial Hospital. She is an active member of the American Society for Healthcare Risk Management (ASHRM), a faculty member of the patient safety course, and was elected to the board of directors for 2011-2014. She is also a Fellow of the American Society for Healthcare Risk Management (FASHRM). She is a Certified Professional in Healthcare Risk Management (CPHRM) and a Certified Professional in Patient Safety (CPPS). Jennifer is a member of the Chicagoland Healthcare Risk Management Society (CHRMS) where she served as president and program committee chairperson. In 2014, she received the Greatest Contribution of the Year Award from Chicagoland Healthcare Risk Management Society.

Ms. Groszek earned her Bachelor of Science in Nursing Degree from Saint Mary's College, Notre Dame, Indiana and a Master of Jurisprudence Degree in health law from Loyola University, Chicago, Illinois.

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**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.

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**ANNE HUBEN-KEARNEY RN, BSN, MPA, CPHQ, CPHRM, CPPS, ASSISTANT VICE PRESIDENT, HEALTHCRE & PSYCHIATRY RISK MANAGEMENT GROUP, AWAC SERVICES.**

As an assistant vice president of risk management, Anne provides risk management consulting services to Allied World's medical professional liability policyholders and insured psychiatrists. She works with healthcare policyholders to develop individualized action plans to mitigate potential loss based on their unique exposures and risk management needs and assists these clients with ongoing medical educational programs as well as policy and procedure review and development. Anne provides educational and client services to Allied World's insured psychiatrists and specializes in providing risk management services and educational programs to psychiatric providers. Anne is a Registered Nurse with extensive clinical, managerial, and administrative experience in a variety of healthcare settings, such as tertiary care institutions, community hospitals, and physician office practices, as well as expertise in quality improvement, patient safety, and risk management. She provides healthcare risk management consultation and support to healthcare providers and organizations across the country.

Anne is a member of the American Society of Healthcare Risk Management [ASHRM], the National Association of Healthcare Quality [NAHQ], and the American Society of Professionals in Patient Safety [ASPPS]. She is a Past President of the Connecticut Association for Healthcare Quality and Past Secretary and current member of the Board of Directors for the Connecticut Society for Healthcare Risk Management. Anne serves on the ASHRM Faculty for the Patient Safety Certificate Program. Anne presents frequently on national, regional, and local levels on topics related to risk management, patient safety, and quality improvement. Anne earned a B.S.N. degree, Magna cum laude, from Misericordia University and the M.P.A. degree with a concentration in health care management from the University of New Haven. Anne is a Certified Professional in Healthcare Quality, Healthcare Risk Management, and Patient Safety.

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**TATUM O’SULLIVAN, RN, BSN, MHSA, CPHRM, FASHRM, DIRECTOR, AMBULATORY RISK & PATIENT SAFETY, NORTH SHORE PHYSICIANS GROUP\*\***

Tatum O’Sullivan is the Director of Ambulatory Risk and Patient Safety at North Shore Physicians Group, a Partners affiliate, located in Massachusetts. She previously served as Director of Risk Management at an HCA hospital in New Hampshire.

Tatum is a member of the American Society for Healthcare Risk Management (ASHRM) and has earned the designation of Certified Professional in Healthcare Risk Management (CPHRM) and Fellow of the American Society for Healthcare Risk Management (FASHRM). She has been on the Board of the Northern New England chapter since 2012, where she served as Secretary and President in 2014 and in 2017. She has chaired and served on various committees including Education, Bylaws, Finance, and Regional Conference Planning. She also serves on the Board of the Massachusetts chapter as Secretary and will serve as President in 2018. Tatum is a member of the ASHRM Chapter Leadership Task Force and chairs the ASHRM Nominating Committee. She has served on the ASHRM New Member Task Force in the past.

Tatum has presented on risk management and patient safety strategies both locally and nationally. In 2016 Tatum was a contributor on a publication for Health Care Management Review which will appear in a 2017 issue. She has been a registered nurse for over 20 years and has worked in hospital, subacute, homecare, and ambulatory settings. Tatum has her Bachelor of Science in Nursing and a Masters in Health Services Administration.

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**GERI SCHIMMEL RN, BSN, MS, LHRM, CPPS, STRATEGIC SAFETY ADVISORS, LLC.**

Patient Safety is my passion. For the last fifteen years, my professional energy and focus have been on improving the safety of care received by patients as well as ensuring that patients and their families are actively engaged as the central focus of care. Appointed director of a new Patient Safety Organization (PSO) in 2009, my role was to establish the new PSO while growing a Patient Safety Evaluation System (PSES) process under the PSQIA/AHRQ national guidelines and certification. During the last three years, my responsibilities grew to include oversight for simulation education and incorporation of that program in the patient safety program. A nurse with over 25 years of educational, clinical and corporate nursing consulting experience, I look forward to sharing my knowledge and experience to guide and support others. Member of ASHRM including Patient Safety faculty; NPSF; AONE; HCEA.

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**KATHLEEN SHOSTEK RN, ARM, BBA, CPHRM, FASHRM, CPPS VICE PRESIDENT HEALTHCARE RISK MANAGEMENT, SEDGWICK**

Kathy is an industry recognized patient safety and risk management professional that includes include risk management leadership at the acute care level and corporate multispecialty physician group practice. Kathy has extensive consultative experience with national medical malpractice insurance companies, hospitals, and physician practices. Significant accomplishments include leading expert teams in conducting patient safety risk assessments for high risk specialties such as surgery and emergency services, managing multi-facility risk and safety improvement collaboratives, developing tools for implementing best practices, and delivering continuing medical education (CME) programs. As a TeamSTEPPS master trainer, Kathy works with healthcare organization leaders to engage providers and staff in learning to use communication and teamwork strategies that improve working relationships, enhance

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patient safety, and reduce the risk of error. Kathy has a clinical nursing and management background in emergency, critical care, and surgery services.

Ms. Shostek is a national speaker on topics related to patient safety and risk management strategies in healthcare. She is a contributing author for ASHRM publications, a past author of content for ECRI's *Healthcare Risk Control System* and she co-authored a chapter with Peter Pronovost, MD in ASHRM's Risk Management Handbook for Healthcare Organizations, 5th edition.

Kathy received a degree in Business Administration from Wilkes University and is a graduate student in the MBA-Healthcare Systems Management program at DeSales University, Center Valley, PA. She earned her Nursing diploma from Community Medical Center School of Nursing, Scranton, PA. Kathy has achieved the ARM, CPHRM, and CPPS designations, is a designated ASHRM Fellow, and serves as faculty for the ASHRM Patient Safety Certificate program.

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**KATHRYN EBLEN TOWNSEND, RN, JD, ARM, CPHRM; SENIOR QUALITY & PATIENT SAFETY ADVISOR FOR DEACONESS HEALTH SYSTEM\*\*\***

Kathryn Eblen Townsend is the Senior Quality and Patient Safety Advisor for Deaconess Health System, which serves communities in Indiana, Illinois, and Kentucky. Ms. Townsend is a nurse attorney with over thirty (30) years' experience in healthcare, risk management and patient safety; first, as a registered nurse, and then as an attorney and risk manager. She is licensed in Florida as an attorney and as a Healthcare Risk Manager.

Ms. Townsend has earned the Associate in Risk Management (ARM) certificate from the Insurance Institute of America and is a Certified Professional in Healthcare Risk Management (CPHRM). She has served on numerous ASHRM committees and taskforces for nearly twenty (20) years, including as a member of the committees that created ASHRM's inaugural CPHRM exam and the Patient Safety Certificate program. She has served as faculty and/or team leader of the Patient Safety program since its inception in 2005. In 2016, Ms. Townsend was awarded the Emeritus Faculty designation by the ASHRM Board of Directors in recognition of her educational contributions to ASHRM and its members.

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**JERELENE RACHEL WHITE, RN, MSN, CNS, CPHQ, DIRECTOR OF QUALITY, ANESTHESIOLOGY INSTITUTE AND ENTERPRISE SERVICE LINE, CLEVELAND CLINIC HEALTH SYSTEM\*\***

Rachael White has over 35 years of health care experience. She has held positions as a staff nurse in the O.R., E.D., and I.C.U. and as an EMS/ Paramedic Instructor serving seven Fire Departments in Northeast Ohio. She has held leadership positions in emergency and ambulatory nursing, surgical, anesthesia, women's health, population health, and orthopaedic quality, paramedic education and trauma program development. In addition, she has worked directly in nursing operations and education as both a clinical nurse specialist and nursing hospital supervisor. She has clinical and administrative experience in community and tertiary care adult and pediatric teaching hospitals and Level I trauma accredited adult and children's hospitals in Cleveland, Toledo, Akron, Savannah Georgia, and Long Island New York. She served six years as a Captain in the U.S. Army Reserve Nurse Corps in the position of E.D. Head Nurse in a Combat Support Hospital. Her military assignments included those with JMRTC to coordinate trauma courses for combat surgeons, nurses and medics (ATLS, PHTLS, BTLS, TNCC). She has led the development of ambulatory population health, surgical, anesthesia, and trauma performance improvement initiatives related to regulatory and

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program certification requirements through The Joint Commission, American College of Surgeons, and the State of Ohio EMS Board. She was appointed and served on the Governor's Advisory Council on Trauma in the State of Ohio, the National Trauma Committee for the Emergency Nurses Association and served as National Faculty for Pre-hospital Trauma Life Support Courses. She served as the Chairperson of both the Legislative and Research Committee for the Ohio Council of E.N.A, and is a Past President of the Cleveland Chapter of the Emergency Nurses Association. Leadership of successful projects have included using national and local data to improve compliance with surgical core measures and reduce hospital acquired conditions, decrease postop infection rates, initiation of trauma and orthopaedic mortality and morbidity conferences, use of trauma, anesthesia and other databases to report quality data and clinical outcomes, leadership of root cause analysis to promote process improvement, leadership of ASC Pediatric and Adult Level I traum accreditation surveys, decreased incidence of patient safety indicators such as retained foreign bodies. Rachael is currently employed as the Director of Quality for the Anesthesia Institute and Enterprise Service Line in the Cleveland Clinical Health System. She serves as a coach for the performance improvement program, Solutions in Value Enhancement (SOLVE) at the Cleveland Clinic.

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