

PATIENT SAFETY CERTIFICATE PROGRAM

PATIENT SAFETY 1: SET THE FRAMEWORK

FACULTY

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 Achievement Award. Fran also serves as faculty for the patient safety curriculum and Teamstepps 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 Teamstepps. 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.

JENNIFER GROSZEK RN, BSN, MJ, CPHRM, FASHRM, CPPS, RISK CONTROL CONSULTANT, CNA INSURANCE COMPANIES

Jennifer M. Groszek is a risk control consultant at CNA Insurance Companies responsible for providing consultative risk services to insureds and external customers. Prior to joining CNA as a healthcare risk control consultant, she served as a senior healthcare risk management consultant with Zurich. 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 nursing degree from Saint Mary's College, Notre Dame, Indiana and a Master of Jurisprudence Degree in health law from Loyola University, Chicago, Illinois.

MARY OTT RN, MS, CPHRM, DFASHRM, SENIOR DIRECTOR, CLINICAL RISK MANAGEMENT, ASCENSION RISK SERVICES

Mary Ott is responsible for the design and implementation of system-wide strategies in risk management, high reliability and patient safety across the 23 state system, serving as a resource for risk management and patient safety at the local and national levels. She brings experience in nursing, risk management, claims management, patient safety and healthcare administration. She has been responsible for risk management and patient safety leadership and strategic planning for multi-hospital, multi-state systems including community, tertiary, and academic medical centers, serving as faculty for patient safety education courses at the state and national level and has published several articles in the area of clinical risk management.

Ms. Ott worked as a nurse and a nurse leader in ICU, CCU, Telemetry, PACU, and other areas. She has been in the risk management field for over 20 years. Ms. Ott received her RN and MS in Health Services Administration in Illinois, and is a Certified Professional in Healthcare Risk Management (CPHRM) and well as a Distinguished Fellow in the American Society of Healthcare Risk Management (DFASHRM). She is past-President of the Illinois Society of Healthcare Risk Management, past recipient of the Illinois Risk Manager of the Year, and has served on the Board of Directors for ASHRM as well as other committees.

GREG TERRELL MS, CSP, ARM, CPHRM, CPPS, FASHRM, DIRECTOR, RISK MANAGEMENT AT ST. DAVID'S SOUTH AUSTIN MEDICAL CENTER

Greg Terrell serves as the Director, Risk Management at St. David's South Austin Medical Center in Austin Texas. He has more than 20 years' experience as an innovative risk management and safety professional, and has designed and led multiple risk management and patient safety programs.

He currently holds broad responsibility for the protection of the institution, patients, visitors, and staff from fortuitous loss. His major areas of responsibility include oversight, facilitation, coordination, supervision and technical competence in risk financing, claims administration, event reporting, safety, and loss control.

He received his Master's Degree at the University of Wisconsin – Whitewater, and a Bachelor's of Science in Education Degree also at the University of Wisconsin – Whitewater. Greg is a board-certified safety professional (CSP) and holds the Associate in Risk Management of the Insurance Institute of America (ARM) designation.

He is a certified professional in healthcare risk management (CPHRM), a certified professional in patient safety (CPPS), a fellow of the American Society for Healthcare Risk Management (FASHRM), a faculty member for the ASHRM patient safety curriculum, and is an alumnus of the 2005-06 American Hospital Association Patient Safety Leadership Fellowship class. He also is a Just Culture Certified Champion. He also served on the ASHRM Board of Directors from 2007-2009. In 2015, he was selected as a volunteer member of Certified Professional in Healthcare Risk Management (CPHRM) Certification Program Committee (CPC).

KATHRYN TOWNSEND, RN, JD, ARM, CPHRM, CONSULTANT

Kathryn Eblen 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 a Healthcare Risk Manager and as an attorney. Ms. Townsend has earned the Associate in Risk Management certificate from the Insurance Institute of America and is a Certified Professional Healthcare Risk Manager (CPHRM). She has served on multiple committees and taskforces within ASHRM for over seventeen (17) years and was a member of the committee that created ASHRM's Patient Safety Curriculum. She has served as faculty and/or team leader of the program since its inception in 2005.