

PATIENT SAFETY CERTIFICATE PROGRAM

PATIENT SAFETY 2

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.

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

** denotes faculty member is a Trainee Faculty

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.

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

Anne is currently an Assistant Vice President in the Healthcare Risk Management Group of AWAC Services, a member company of Allied World, with over 15 years of experience working as a healthcare risk management consultant providing services to healthcare providers and organizations across the country. Anne is a registered nurse with over 30 years of clinical, managerial, and administrative experience in a variety of healthcare settings as well as expertise in quality improvement, patient safety, and risk management. She is a member of ASHRM, the Connecticut Society for Healthcare Risk Management (CSHRM), the Massachusetts Society for Healthcare Risk Management (MSHRM), the North Carolina Chapter of ASHRM, the National Association of Healthcare Quality [NAHQ], and the American Society of Professionals in Patient Safety. Currently Anne serves, on the Board of Directors with the Connecticut Society for Healthcare Risk Management and on the MSHRM Education Committee; she is a past President for two terms for the Connecticut Society for Healthcare Quality. Anne has presented at ASHRM Annual Conferences, NAHQ Annual Conferences, and at ASHRM regional and chapter conferences and meetings. She has a BSN, Magna cum laude, from Misericordia University and an MPA degree with a concentration in health care management from the University of New Haven. Anne is a Certified Professional in Healthcare Risk Management, Certified Professional in Healthcare Quality, and Certified Professional in Patient Safety.

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.

** denotes faculty member is a Trainee Faculty

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 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.

ELLEN VENDITTI RN, MS, CPHRM, FASHRM, SENIOR DIRECTOR OF RISK MANAGEMENT FOR UMASSMEMORIAL HEALTHCARE

Ms. Venditti is the Senior Director of Risk Management for UMassMemorial Healthcare, the largest healthcare system in central Massachusetts. She has more than 16 years' experience as a healthcare risk manager in a variety of roles and settings, and has been responsible for directing loss prevention and patient safety programs in academic and community settings as well as administering a self-insured claims program for a small captive insurance company.

Venditti's goal for the UMassMemorial system is to implement risk management and patient safety strategies that will prevent harm to patients, faculty, staff, and the entire organization. She speaks and educates on the role of human factors principles and the application of those principles in the healthcare setting on a local, national and international level. Venditti has been actively involved in ASHRM and its Massachusetts chapter (MSHRM) since the beginning of her risk management career. Ellen has participated on a number of committees and task forces within ASHRM and most recently, in 2015, she held the prestigious position of ASHRM President.

** denotes faculty member is a Trainee Faculty