

# CPHRM EXAM PREP COURSE

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### ACTIVE FACULTY

#### **JOYCE H. BENTON RN, MSA, ARM, CPHRM, DFASHRM, DSA, INDEPENDENT RISK CONTROL CONSULTANT**

Joyce Benton is an award-winning leader and independent risk control consultant who has provided customized risk management consultation services both nationally and internationally. Prior to becoming an independent consultant, she was the AVP, Healthcare Risk Control for CNA where she led a team of healthcare risk control professionals, providing enterprise risk control services for a wide-range of healthcare entities both nationally and internationally. In her career, she also 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 earned a Diploma Degree in Nursing from Georgia Baptist Hospital School of Nursing, a Bachelor of Science in Health Arts from the College of St. Francis and a Master of Science in Administration with a concentration in Health Services from Central Michigan University. In 1991, she earned her Associate in Risk Management (ARM) from the Insurance Institute of America.

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 currently serves as the chairman of the 2018 Nominating Committee. 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 (DSA) in 2005 and Presidential Citation Award in 2014. In addition, Ms. Benton is a member of the Georgia Society for Healthcare Risk Management (GSHRM) and 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. In 2010, she received the Distinguished Alumni Award for Excellence in Clinical Development by Georgia Baptist College of Nursing at Mercer University.

Ms. Benton is a frequent speaker on healthcare risk management topics at the state, national and international level and has authored articles and chapters on healthcare risk management. She was a contributing author for the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Editions of ASHRM's *Risk Management Handbook for Healthcare Organization*; the 2003, 2006 and 2014 *CPHRM Examination Preparation Guide*; and the 2017 *Health Care Risk Financing Playbook: Risk*

*Identification, Monitoring and Insurance.* She has served as faculty for ASHRM's Healthcare Risk Management Certificate Program, CPHRM Exam Preparation Course and Insurance 101. Ms. Benton is a master trainer for TeamSTEPPS®.

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**DOUGLAS J. BORG MHA, ARM, CPHRM, DFASHRM, SENIOR DIRECTOR, CLAIMS & QUALITY OPERATIONS, PREMIER INSURANCE MANAGEMENT SERVICES**

Doug currently works for Premier Insurance Management Services as their Senior Director, Claims & Quality Operations, where he provides claims and risk management consulting services. Prior to joining Premier, he was the Assistant VP, Risk Management for Duke University Health System, where he oversaw the clinical risk management programs for the entire system. He also managed the day-to-day operations of the system's captive insurance company including both risk financing and loss control activities. Working at Duke for more than 22 years, he served in a number of roles, including Director of Insurance for 7 years and as the Director of Risk Management for Duke University Medical Center for more than 13 years. He holds a BS in Biology from Eastern Mennonite University, and earned his Master's in Health Administration from the Medical College of Virginia (VCU) in 1991. With more than 30 years of healthcare and clinical risk management experience, he has presented both locally and nationally on various topics and contributed to several publications, including a chapter in the fifth edition of ASHRM's Risk Management Handbook. He has a history of leadership in the field of healthcare risk management, serving on boards and committees at both the state and national level. He has been twice-elected president of the North Carolina Chapter of ASHRM, and served as the President of the American Society for Healthcare Risk Management (ASHRM), in 2008. He recently served on the Board of Directors for the International Center for Captive Insurance Education (ICIE), and the Editorial Review Board for the ASHRM *Journal of Healthcare Risk Management*.

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**KAREN S. GARVEY BSN, MPA/HCA, DFASHRM, CPHRM, CPPS, VICE PRESIDENT, SAFETY & CLINICAL RISK MANAGEMENT, PARKLAND HEALTH & HOSPITAL SYSTEM**

Karen Garvey has been with the Parkland Health & Hospital System for close to five years where her responsibilities have included enterprise culture change focused on Patient Safety as well as integration and oversight of services of Infection Prevention, Regulatory & Accreditation, Patient Safety and Clinical Risk Management. Much of this work has been completed while under the watchful eye of the Office Inspector General (OIG) focus due to a five-year Corporate Integrity Agreement (CIA) focused on Quality & Patient Safety. Parkland successfully completed the CIA in May 2018. She actively leads several committees and projects focused on risk mitigation and is an active member of the Parkland Enterprise Risk Management (ERM) Steering Committee. Prior to joining Parkland in 2014, Ms. Garvey served as the Senior Director of Patient Safety & Clinical Risk Management for all Cleveland Clinic domestic and foreign facilities in making improvements in patient safety, culture change, transparency and medical error disclosure.

Ms. Garvey's clinical background includes high risk obstetrics, neonatal intensive care and adolescent pediatrics. She found her way into the healthcare risk management due to a significant obstetrics event she and her team experienced in Labor & Delivery. She drew on the experience of this event which later moved her into the field of healthcare risk management and patient safety where she continues to mentor others in this line of work and is a frequent speaker at the local, national and international levels.

Ms. Garvey has led many educational programs and staff support initiatives including the development of Clinician Support Groups (2<sup>nd</sup> Victims), Medical Error Disclosure Simulation Program, RCA Education for residents and providers, TeamSTEPPS Implementation, Demystifying the Root Cause Process, RCA Lessons Learned through Patient Safety Alerts, Patient Safety in Graduate Medical Education curriculum, 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 or a member on several Committees and Task Forces and is a current member of the ASHRM Board of Directors. She has served as the ASHRM liaison for the organization, Medically Induced Trauma Support Services (MITSS) where her passion is staff support program development. 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 and the 2006 and 2014 CPHRM Examination Preparation Guide.

Ms. Garvey holds a Bachelor's degree in Nursing and a Master's degree in Public Administration with a focus on Healthcare Administration. She also holds a IHI Fellow designation as a graduate of the IHI/NPSF Patient Safety Leadership Program. She was selected as a DFW Great 100 Nurse in 2017 and was also awarded the Distinguished Fellow (DFASHRM) designation from ASHRM that same year. She also holds the Certified Professional in Healthcare Risk Management (CPHRM) designation from ASHRM and attained the Certified Professional in Patient Safety (CPPS) designation from the National Patient Safety Foundation/ Institute for Healthcare Improvement (NPSF/IHI).

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**JOSH HYATT DH.Sc, MHL, CPHRM, DFASHRM, HEC-C, EXECUTIVE DIRECTOR, OFFICE OF INTEGRATED RISK MANAGEMENT, KECK MEDICINE OF USC**

Dr. Hyatt has extensive experience as a healthcare risk manager, medical ethicist, compliance professional, lecturer, and writer. His academic interests primarily focus on the relationships between health law and medical ethics, social media, health disparities, and LGBT health issues.

Dr. Hyatt has worked in healthcare and risk management for more than 25 years and has achieved the designation of certified professional in health care risk management and is a Distinguished Fellow with ASHRM. He has recently been awarded the Healthcare Ethics Consultation-Certification designation from the American Society for Bioethics and Humanities. He has had a varied background that includes mental health, risk management, director and managerial roles, regulatory (federal and state), consultant, and educator. He current works as the Executive Director of Integrated Risk Management with Keck Medicine of the University of Southern California and as an adjunct and visiting professor with several universities, teaching on topics such as health law, bioethics, health leadership, health policy and analysis, and strategic management. He has written and published on topics of healthcare disparities and workplace issues, social media in healthcare, and medical ethics.

Dr. Hyatt is sought out to speak at many professional, medical, and academic conferences and events throughout the year on a variety of topics. Just a few of them include *Moral Disengagement and Patient Safety Outcomes* (ASHRM), *Risk Management and Telemedicine* Southern California (SCAHRM), *Legal Issues in LGBT Care* (American Society for Law, Medicine, and Ethics- Health Law Professor Conference), *Medical Ethics and Provider Care* (Western Health Care Leadership Academy), *Master Series: LGBT Issues in Health Care* (ASHRM), *Risk Management*

*and Patient Safety 101* (Physician Insurers Association of America), *EMR Liability* (American College of Physicians), *The Risk Manager as a Whistleblower* (SCAHRM), and *Strategies to Minimize Risk in the Office Setting* (Network of Ethnic Physicians Organization).

In addition to his active list of speaking engagements, Dr. Hyatt has written peer-reviewed and non-peer reviewed articles such as *LGBT disclosure in minor records: Risks and responsibilities* (Journal of Healthcare Risk Management), *Communication technology in the healthcare setting, ethical and legal dilemmas* (The Interdisciplinary), *LGBT healthcare as ethics* (The Journal of Hospital Ethics), *Moral disengagement and patient safety implications* (Journal of Healthcare Risk Management), *Survey Troubleshooter: Proven Strategies for Mastering the Top 25 Nursing Home Deficiencies* (Contributing Editor, HC-Pro Publications), *Responding to negative online comments* (Birmingham Medical News Blog, San Joaquin Physician, and Southern California Physician), *Domestic violence: Choices for a better future* (The Weekly News), *Same-sex partnership rights: Health care decision making and hospital visitation* (Nova Southeastern University), and *Gay and lesbian discrimination in the workplace: Legal regulation of the workplace* (Nova Southeastern University). In addition to his publications, Dr. Hyatt appeared on two episodes of *Only Seniors* (TV Show) as a guest Expert, nursing home regulations.

Dr. Hyatt is very active in professional organizations such as the American Society for Healthcare Risk Management (ASHRM), Southern California Association for Healthcare Risk Management (SCAHRM), Alpha Eta Honor Society, American Society for Bioethics and Humanities (ASBH), Gay and Lesbian Medical Association (GLMA), and Association of Interdisciplinary Doctors of Health Science (AIDHS).

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**SHERRILL PETERS BSN, ARM, CPHRM, FASHRM, SENIOR DIRECTOR, RISK MANAGEMENT, COMMUNITY HEALTH SYSTEMS (CHS)**

Ms. Peters has been with CHS for 17 years and manages their employment practices liability claims and has oversight responsibilities for the employed physician and hospital insurance program. Prior to joining CHS, Ms. Peters worked at HCA and its premerger companies, Humana and Columbia, for 18 years.

Ms. Peter's responsibilities include claim data analytics to drive the company's loss prevention activities, risk mitigation of serious safety events, as well as patient safety activities to improve patient outcomes. She provides risk management and consulting services to CHS' 111 hospital in 20 states with approximately 18,000 licensed beds and 2500 employed physicians and their practices.

Ms. Peter's clinical nursing background is in obstetrical nursing. After leaving the bedside, she served as the risk manager at the University of Louisville, where she managed and directed the clinical risk management program. She also served as the facility's safety director, manager of infection prevention and employee health programs, and managed workers' compensation, general and professional liability claims.

Ms. Peters is a graduate of Evansville University where she received her Bachelors in Nursing (BSN) in 1980. She also earned several other risk related honors, including Humana's Risk Manager of the Year in 1991; Associate Risk Management (ARM) from the Insurance Institute of America in 1997; Certified Professional in Healthcare Risk Management (CPHRM) in 2000; and Fellow of the American Society of Healthcare Risk Management (FASHRM) in 2001.

Ms. Peters has been an ASHRM member since 1995 and served on the ASHRM Board of Directors 2003-2004 and 2014-2016. She has served on several ASHRM committees, developed curriculum for educational offerings, and

was faculty for the Risk Management Certificate and Patient Safety Programs. She has served on the CPHRM faculty for 12 years and is currently the faculty lead for that program. She was ASHRM's: contributor to Physician Office Risk Management Playbook; author in the CPHRM Preparation Guide; Associate editor for Health Care Claims and Litigation Playbook; and contributor for Health Care Risk Management Fundamentals.