

ERM CERTIFICATE PROGRAM

ENTERPRISE RISK MANAGEMENT (ERM) CERTIFICATE PROGRAM

ACTIVE FACULTY

CAROLYN BAILEY BS, CPHRM, CHSP, ADMINISTRATIVE DIRECTOR OF RISK MANAGEMENT, BLESSING HEALTH SYSTEM

Carolyn Bailey, BS, CPHRM, CHSP has been the Administrative Director of Risk Management for the Blessing Health System located in Quincy, Illinois since 2008. The Blessing Health System consists of two hospitals, two large physician groups, a number of clinics, a four-year nursing and health sciences college, a foundation, TPA service for area employers who are self-insured, a CIN and a group of medical specialty businesses (such as a linen company, durable medical equipment provider, retail pharmacy, etc.) and has several affiliations with other area hospitals and health systems. Carolyn helped to create the system's Enterprise Risk Management program and has oversight for the Risk Management Department on behalf of all the entities within the system. Prior to Blessing, Carolyn worked in the field of Risk Management for over twenty years including at a hospital in St. Louis, a medical device manufacturer and distributor, as well as an industrial coating manufacturer and insurer. Carolyn has experience in all aspects of ERM, risk identification and assessment, strategic planning, process improvement, safety and security, business continuity and disaster preparedness, risk mitigation and control, including managing a self-insured trust. She is well versed in ERM methodologies and has worked with corporate leadership in the development of strategic risk management plans to ensure they are tied to the corporate mission and vision.

Carolyn has certification in Healthcare Risk Management (CPHRM), Certified Healthcare Safety Professional (CHSP), B.S. degree, and is working toward the completion of her Master's along with attending countless courses focused on enterprise risk. She is an active member of ASHRM, ISHRM, CHRMS, and other professional organizations and has previously served on the Board of ISHRM.

CAROLINE BELL RN, JD, CPHRM, DFASHRM, CEO, INTEGRATED ENTERPRISE RISK MANAGEMENT™

Caroline Bell, Founder & CEO of IERM (Integrated Enterprise Risk Management), partners with healthcare leaders to achieve ERM. After spending many years working with leaders in various health care organizations, Caroline appreciates the complexities associated with achieving a fully functioning and effective ERM program. Caroline knows what factors truly drive success. It's not merely adopting a general ERM Model. It's how the organization integrates ERM into a business process across the organization. Caroline's collaborative and results-oriented approach facilitates complete adoption of ERM in healthcare entities.

Caroline has over 25 years of experience in the healthcare industry. Caroline earned her Bachelor of Science in Nursing degree from Bowling Green State University and her Juris Doctor degree from Cleveland Marshall College of Law. She's the 2019 President of CHARM (Colorado), she has served as a member of several ASHRM

committees, and she's a faculty member of ASHRM's ERM Certificate Program. She has authored numerous articles and speaks on a local, national and international level on healthcare risk management topics.

REBECCA CADY ESQ, BSN, CPHRM, DFASHRM, FACHE, VICE PRESIDENT, CHIEF RISK OFFICER, CHILDREN'S NATIONAL MEDICAL CENTER

Rebecca Cady is Vice President, Chief Risk Officer at Children's National Medical Center in Washington, D.C. She is a Bachelor of Science in Nursing graduate of Georgetown University, and a graduate of the University of San Diego School of Law. Prior to coming to CNMC in 2008, Rebecca was a partner at Grace, Hollis, Lowe, Hanson and Schaeffer, a California law firm, where she practiced in the areas of malpractice defense, healthcare, and professional licensure law. She has published extensively in the area of nursing and the law, and is a frequent lecturer to healthcare providers. She was Editor in Chief of the Journal of Nursing Administration's Healthcare Law, Ethics, and Regulation from 2002-2013. She was named the 2018 Risk Manager of the Year by RIMS, the Risk and Insurance Management Society, a global professional organization of risk professionals from all industries. She was also named the 2018 Risk Manager of the Year by ASHRM, the American Society for Healthcare Risk Management. She was recognized as a 2018 Woman to Watch by Business Insurance Magazine in December, 2018.

Rebecca is a Distinguished Fellow of ASHRM as well as a Certified Professional Health Care Risk Manager (CPHRM). She is also a board certified healthcare executive, holding the FACHE designation from the American College of Healthcare Executives. Rebecca holds a Certificate in Strategic Decision and Risk Management from Stanford University. She has been an active volunteer with ASHRM, helping to write a variety of publications including Pearls on Medication Safety and Applying Enterprise Risk Management, and the Risk Financing Playbook and Healthcare Claims and Litigation Playbook. She is currently serving as a member of ASHRM's Board. She has served on multiple ASHRM committees and task forces including Chair, ASHRM Federal Legislative Advocacy Task Force; Member, ASHRM Nominating Committee; Member, ASHRM Journal Review Board; Member, ASHRM ERM Committee; and Member, ASHRM Bylaws Committee.

ANN GAFFEY RN, MSN, CPHRM, DFASHRM, PRESIDENT, HEALTHCARE RISK AND SAFETY STRATEGIES

Ms. Gaffey is President, Healthcare Risk and Safety Strategies. She is an industry-recognized career risk management, quality and patient safety professional with over thirty years of experience in healthcare. Ann has extensive consultative experience, working with hospitals, physician offices and long term care facilities in identifying areas of risk and developing enterprise-wide risk reduction, patient safety and mitigation strategies. Significant accomplishments include the design and implementation of risk and claims management programs in group captive programs. Ms. Gaffey is a frequent speaker on topics related to risk reduction and management strategies in healthcare, has authored numerous articles, and co-authored a chapter in the *Risk Management Handbook for Healthcare Organizations, 6th edition*.

Ms. Gaffey received her degree from the University of Virginia with a Bachelor of Science in Nursing. She also received her Master of Science in Nursing Leadership and Management from The George Washington University. Ann has achieved the CPHRM and DFASHRM designations. She also serves as Adjunct Faculty at The George Washington University in Washington, DC. Ann is a Past President of ASHRM and VASHRM. She is a member and former Vice Chair of the National Coordinating Council for Medication Error Reporting and Prevention, served on the Advisory Task Force of the National Transitions of Care Coalition, serves as a technical expert on the panel for AHRQ Making Healthcare Safer III, and is the Chairman of the Board of the National Perinatal Information Center.

SHEILA HAGG-RICKERT JD, MHA, MBA, DFASHRM, CPHRM, CPCU, DIRECTOR, ENTERPRISE RISK MANAGEMENT, PENN STATE HEALTH

Sheila Hagg-Rickert serves as director of Enterprise Risk Management for Penn State Health. In this role, she is responsible for development of the health system's enterprise risk management philosophy and for the design, implementation and operation of the ERM program.

Sheila earned a bachelor's degree in history and political science from Iowa State University and a law degree from the University of Iowa. She holds master's degrees in business administration and health care administration and has completed a graduate certificate program in health care corporate compliance. She is a Distinguished Fellow of the American Society for Health Care Risk Management (ASHRM) and serves as team leader and faculty for the organization's enterprise risk management certification course.

A Certified Professional in Healthcare Risk Management, Sheila is also a member of ASHRM's Enterprise Risk Management Advisory Council and faculty for its Healthcare Risk Management 3.0: Advanced Risk Management Forum course. She is a former member of ASHRM's board of directors. A frequent author and presenter on healthcare risk management, health law and enterprise risk management topics, Sheila served as editor-in-chief and a co-author of "The Enterprise Risk Management Handbook for Healthcare Attorneys" published by the American Health Lawyers Association and has served as vice chairman of the organization's enterprise risk management task force.

Sheila has held senior risk management positions in both profit and not-for-profit healthcare organizations, as well as both acute care and long-term health care entities and as a health care risk management consultant and a senior executive in large insurance brokerage and consultancy firms, dedicated to serving the needs of the health care industry. She has earned the Chartered Property and Casualty Underwriter designation and maintains an insurance license in the state of Texas.

DEBORAH LESSARD RN, BSN, MA, JA, CPHRM, FASHRM, LESSARD CONSULTING

Ms. Lessard has 30 years' experience in health care strategy and operations including clinical and enterprise risk management, quality and patient safety, claims and litigation, professional and general liability insurance, education/training, legislative and political advocacy. She is a nurse-attorney with a graduate degree in organizational communication and a focus in health care communication. She has earned her Certified Professional in Health Care Risk Management (CPHRM), has been recognized with the designation of Fellow of the American Society for Healthcare Risk Management (FASHRM) and has a certification in Strategic Decision Making and Enterprise Risk Management from Stanford University's two-year program.

Her employment and consultative roles include senior leadership, project leadership, and advisor to executive leadership. In these roles, she has defined business issues based on organizational credit/bond reports, competitive analyses, new laws and regulations, public reporting and internal surveys, internal financials, loss history, market trends, and industry analytics. In responding to the identified business issues, she has provided strategic direction, developed operational plans, and developed internal and external communication strategies. Ms. Lessard also serves as adjunct faculty in Georgetown University's doctorate nursing program where she teaches health law and enterprise risk management.

BARBARA MCCARTHY RN, MPH, CIC, CPHQ, CPHRM, FASHRM, ENTERPRISE RISK OFFICER, BEVERLY HOSPITAL, A MEMBER OF BETH ISRAEL LAHEY HEALTH

Barb is Enterprise Risk Officer at Beverly Hospital, a member of Beth Israel Lahey Health, in Beverly Massachusetts. She is a resource for risk prevention and control for acute care, continuing care, inpatient behavioral health, and insured physician practices. She supports the captive self-insurance program & is a resource for the compliance, privacy, & safety programs. Barb received a diploma in Nursing from New England Deaconess Hospital School of Nursing in Boston, a BSN from Northeastern University, and an MPH from Boston University. Past roles include critical care and inpatient nursing management; performance improvement, infection control, safety, & employee health leadership as well as Joint Commission coordination. Barb has been an active member of both state & national risk management associations for 15 years & was MA state chapter president in 2009. Most recently, she was a member of the ASHRM board and is currently deputy-chair of the ERM Task Force & member of the Advocacy Committee.

FAYE SHEPPARD RN, MSN, JD, CPHRM, FASHRM, CPPS, PRINCIPAL, PATIENT SAFETY RESOURCES

Faye has over 40 years of healthcare experience with a focus on patient safety and risk management. She received her Bachelor of Science in Nursing from Florida State University (1977), a Master of Science in Nursing from the University of Texas (1980) and a Doctor of Jurisprudence from Texas Tech University (1984). She provided direct nursing care in a variety of settings and taught nursing at Texas Tech University Health Sciences Center for two years. She served as legal counsel for over 15 years in a tertiary pediatric healthcare system and for 10 years as the Director of Risk Management of a large acute care healthcare system. Currently, she is providing risk management and patient safety services for Patient Safety Resources.

Faye has been an active in the American Society of Healthcare Risk Management (ASHRM) for many years. She has been chairman of the Patient Safety Task Force and led the effort to create ASHRM's "Patient Safety Risk Management Playbook," serves as a member of ASHRM's ERM faculty and contributed to ASHRM's RCA Playbook. She current serves on ASHRM's Board of Directors and is the immediate past president. Faye also was a member of the Board of Advisors for the National Patient Safety Foundation from 2013 until 2017, and served as a subject matter expert for its publication "RCA²: Improving Root Cause Analyses and Action to Prevent Harm." She is a frequent speaker and writer on risk management and patient safety topics.

DENISE SHOPE RN, MHSA, ARM, CPHRM, DFASHRM, HEALTH CARE RISK MANAGEMENT CONSULTANT, RCM&D

Denise joined RCM&D in 2008 as a Risk Management Consultant. She brings 33 years of extensive healthcare experience, 25+ years of which she spent working in healthcare risk management handling risk management issues for tertiary care systems, physician groups, post-acute care and enterprise-wide health care delivery systems. She is a nationally recognized healthcare enterprise risk management professional.

Prior to joining RCM&D, Denise began her career as a registered staff nurse at Geisinger Medical Center, and then progressed through several advancements, including to the position of Geisinger Health System Director of Performance Improvement and Risk Management, and Patient Safety Officer.

She held leadership positions with the Pennsylvania Association of Health Care Risk Management and served on the Board of Directors for the American Society for Healthcare Risk Management (ASHRM) from 2011 through

2014. She is currently ASHRM's 2019 President. Denise has chaired ASHRM's Enterprise Risk Management Advisory Committee and is faculty for ASHRM's ERM Certificate program and ASHRM's Healthcare Risk Management Certificate program. She speaks nationally on healthcare enterprise risk management topics. She holds the Designated Fellow of the American Society for Healthcare Risk Management and is a Certified Professional Healthcare Risk Management (CPHRM) designee. In addition to her advanced degree and certifications she is a licensed producer for Property and Casualty insurances.