

ERM CERTIFICATE PROGRAM

ENTERPRISE RISK MANAGEMENT (ERM) CERTIFICATE PROGRAM

FACULTY

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

Carolyn Bailey, B.S., 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, assessment, mitigation and control, strategic planning, process improvement, safety and security, business continuity and disaster preparedness, including managing a self-insured trust and a captive. 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 her 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 instructor for ASHRM's ERM Certificate Program and serves on ASHRM's ERM Task force. In addition to being an active member of ASHRM, she is a member of ISHRM, CHRMS, and other professional organizations and currently holds the position of Treasurer of ISHRM.

CAROLINE BELL RN, BSN, JD, CPHRM, DFASHRM, AVP, RISK MANAGEMENT AND PATIENT SAFETY, ERC RISK SOLUTIONS

Caroline Bell is a veteran of creating and implementing effective risk management approaches in healthcare organizations. She has over 25 years of experience in the healthcare industry. Caroline's collaborative and results-oriented approach facilitates the adoption of impactful risk management strategies in healthcare entities.

Caroline's extensive experience includes leadership and execution in risk management and patient safety programs for healthcare risk consulting firms, medical malpractice insurance companies, large and mid-size health systems, and academic university medical centers. Her clinical experience is vast and enables her to provide guidance across multiple specialties and disciplines.

Caroline provides consultative services to improve and enhance risk management and patient safety programs. She assists healthcare organizations with clinical risk management program design and development; enterprise risk management evaluation, development and implementation; strategic risk management initiatives including implementation and evaluation. She also specializes in coaching/mentoring risk management professionals at all levels of healthcare organizations.

Caroline has a Bachelor of Science in Nursing and a Juris Doctor degree. She is a Certified Professional in Healthcare Risk Management (CPHRM). Caroline is actively engaged in local and national risk management societies and has served as a member of a variety of professional committees. She is a Distinguished Fellow of the American Society for Health Care Risk Management (DFASHRM) and served as the 2019 President of Colorado Healthcare-Associated Risk Managers (CHARM), faculty member for ASHRM's ERM Certificate Program and she's an ASHRM board member. 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 HOSPITAL

Rebecca Cady is Vice President, Chief Risk Officer at Children's National Hospital 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 is currently serving as a member of ASHRM's Board.

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

Ms. Gaffey is the President of 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, having served as the 2016 President of the American Society for Health Care Risk Management. Ann works nationally and internationally to provide innovative consultative services to healthcare organizations across the care continuum to develop, improve and enhance enterprise risk management programs and patient safety programs with emphasis on risk identification, assessment, analysis and prevention as well as risk management and patient safety education. Ms. Gaffey has acute care risk management experience, with responsibilities including managing self-insurance and captive insurance programs, insurance purchasing, claims management, and traditional risk assessment and mitigation activities.

Ann is a frequent national speaker on topics related to risk reduction and management strategies in health care, enterprise risk management, and leadership. Ann has authored articles in the *Journal of Healthcare Risk Management*, co-authored in the *Risk Management Handbook for Healthcare Organizations, 6th edition*, *Healthcare Risk Management Fundamentals*, and authored in other publications.

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 currently serves as Faculty for the ASHRM Health Care Risk Management Certificate Course and the Enterprise Risk Management Certificate Course.

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 program. Ms. Hagg-Rickert 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, Ms. Hagg-Rickert is also a member of ASHRM's Enterprise Risk Management Task Force 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, Ms. Hagg-Rickert served as editor-in-chief and a co-author of "The Enterprise Risk Management Handbook for Healthcare Attorneys, 3rd edition" published by the American Health Lawyers Association served as vice chairman of the organization's enterprise risk management task force.

Ms. Hagg-Rickert 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, where she was dedicated to serving the needs of the health care industry. She has earned the Chartered Property and Casualty Underwriter designation.

DEBORAH LESSARD RN, BSN, MA, JA, CPHRM, FASHRM, INDEPENDENT HEALTH CARE CONSULTANT, LESSARD CONSULTING

Ms. Lessard is a nurse-attorney with a graduate degree in organizational communication. She has her CPHRM (Certified Professional in Healthcare Risk Management from the American Hospital Association) and a certification in Strategic Decision Making and Risk Management from Stanford University. She practices as an independent healthcare consultant and adjunct faculty in graduate nursing, leadership and organizational communication programs.

She has 30 years of progressive executive and consultative experience in the areas of professional and general liability insurance, risk finance, clinical risk management, enterprise risk management, claims and litigation, quality improvement, patient safety, legislative and political advocacy. Ms. Lessard helps organizations identify where they can create value and where they can protect value by managing and leveraging risk. She does this by identifying operational gaps which requires assessment of trade-offs and values and aligning with the organization's mission, vision and values.

She has developed an interdisciplinary body of knowledge and integrates her legal, healthcare and communication science backgrounds with neuroeconomics, decision science and enterprise risk management. This enables her to view issues and construct solutions from a diverse stakeholder perspective.

In her work, she addresses how individual and organizational biases and heuristics (the "organizational culture") influence, impede and derail new ideas, initiatives, decisions and judgments. Biases influence how uncertainty is managed and since business involves uncertainty, this work is crucial. A focus of her work is in the intersection of ethics, law and clinical/operational practices.

She has experience in facilitating cross-enterprise collaboration and uses collaborative negotiation principles in addition to traditional advocacy principles to frame issues and advance creative solutions. In this way, she separates the people from the problem and the interests from the positions. This creates the platform to obtain buy-in and result in win/win solutions rather than win/lose outcomes.

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, 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, privacy, & 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, an ERM faculty member, & a member of the Leadership Task Force.

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

Faye has over 30 years of experience in patient safety and risk management. She served as legal counsel for over 15 years in a pediatric healthcare facility and for 10 years as the System Director of Risk Management in a large acute care health system. Currently, she is providing risk management and patient safety services for Patient Safety Resources and serves as vice-chairman of the hospital trustees in her community hospital. Faye has been 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" and the RCA playbook and member guides. She served on ASHRM's Board of Directors for 6 years and was ASHRM's 2018 president. Currently, she serves as a member of ASHRM's ERM faculty, the Leadership Task Force, Advocacy Committee and Nominating Committee. From 2013-2017, Faye was a member of the Board of Advisors for the National Patient Safety Foundation 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, TEAM LEADER, HEALTH CARE RISK MANAGEMENT, RCM&D

Denise joined RCM&D in 2008 as a Risk Management Consultant. She brings 33 years of extensive healthcare experience, 27 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, and currently during her presidential term through 2020. She is currently ASHRM's 2019 past- President. Denise currently sits on ASHRM's Enterprise Risk Management Task Force 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.