

PATIENT SAFETY CERTIFICATE PROGRAM

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FACULTY

FRAN CHARNEY RN, MS, CPHRM, CPHQ, CPSO, CPPS, DFASHRM, DIRECTOR OF RISK MANAGEMENT, AMERICAN SOCIETY FOR HEALTH CARE RISK MANAGEMENT

Fran Charney is the Director of Risk Management for the American Society for Healthcare Risk Management (ASHRM) at the American Hospital Association in Chicago. In her time with ASHRM she has led the development of numerous publications including the RCA Playbook, the RCA Workbook and Facilitator's Guide, the Patient Safety Playbook, Physician Office Practice Playbook, Risk Financing Playbook, OB Playbook and Risk Management Fundamentals and the recently poised to release Leading Health Care Risk Management. In addition, she is the managing editor for the Journal of Healthcare Risk Management. She has written numerous professional journal articles and has participated in many national speaking engagements. She also led the work to develop Enterprise Risk Management for Boards and Trustees: Leveraging the Value and the Readiness Assessment Tool as well as numerous Pearls.

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 has served as faculty for the patient safety curriculum and completed the HRET Patient Safety Leadership Fellowship in 2009. She served as a member of the Board of Directors for ASHRM prior to joining ASHRM as a senior staff member. Most recently she received the ASHRM Presidential Citation in recognition of her dedication to safe and trusted health care through the advancement of the risk management profession.

Fran is an RN with 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 on the PA Medical Society Executive Council on Patient Advocacy. She is a certified trainer in Just Culture and a master trainer in Teamstepps. Fran also completed lean and has a black belt in six sigma.

**JENNIFER GROSZEK RN, BSN, MJ, CPHRM, FASHRM, CPPS, DIRECTOR, RISK MANAGEMENT,
BONCURA HEALTH SOLUTIONS**

Jennifer M. Groszek is the director of risk management for Boncura Health Solutions. In this role, Ms. Groszek is responsible for the risk management program of DuPage Medical Group which is the largest independent, multi-specialty physician group in the Chicago area. Previously, she was a risk control consultant at CNA Insurance Companies responsible for providing consultative risk services to insureds and external customers. 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 Bachelor of Science in Nursing Degree from Saint Mary's College, Notre Dame, Indiana and a Master of Jurisprudence Degree in health law from Loyola University, Chicago, Illinois.

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

Anne Huben-Kearney, RN, BSN, MPA, CPHRM, CPHQ, CPPS, DFASHRM, has extensive clinical, managerial, and administrative experience in a variety of healthcare settings, such as tertiary care institutions, community hospitals, and physician office practices and in the medical professional liability industry, using her expertise in patient safety, risk management and quality improvement.

Anne started her career as a registered staff nurse then progressed to assistant nurse manager and nurse manager in various patient care units at Yale New Haven Medical Center. Anne was then a surgical nursing supervisor/administrative supervisor and promoted to associate surgical director at the Hospital of St. Raphael before transferring the New Britain General Hospital (now the Hospital of Central Connecticut) where she started as the director of nursing quality assurance and special projects, advanced to director of nursing quality assurance and obstetrics, and then to director of performance improvement/hospital quality improvement.

Anne started her medical professional liability insurance career at ProMutual Group (now Coverys) as a risk consultant, clinical manager, and vice president, risk management. Anne had the opportunity to return to Signature Health Care Brockton Hospital, an academic acute care facility, as the patient safety officer. Realizing that her passion is risk management consultation, Anne returned to medical professional liability risk management with AWAC Services, a member company of Allied World, as an assistant vice president, risk management group. As an assistant vice president and lead for the behavioral health program, Anne provides risk management consulting services to Allied World's medical professional liability policyholders and insured psychiatrists, psychologists, psychiatric nurse practitioners and physician assistants. Anne works directly with policyholders to develop individualized action plans to

mitigate potential loss based on their unique exposures and risk management needs. Additionally, Anne assists these clients with ongoing medical educational programs as well as policy review and development.

Anne earned a Bachelor of Science degree in nursing *magna cum laude* from College Misericordia, (now Misericordia University) and her master's in Public Administration (MPA) with a concentration in health care administration from the University of New Haven. She is a Distinguished Fellow of the American Society for Health Care Risk Management (DFASHRM) for outstanding achievement and has earned Certified Professional designation in Health Care Risk Management (CPHRM), as well as certification in Healthcare Quality (CPHQ) and in Patient Safety (CPPS).

Anne has held several leadership positions with the Connecticut Society for Health Care Risk Management [CSHRM] including several terms as secretary and as a member of the CSHRM Board as well as with the National Association of Health Care Quality, where she was on the Nominating Committee. She presents frequently on state, regional, and national levels on health care and behavioral health patient safety and clinical risk management topics and is on the ASHRM Faculty for the Patient Safety Certificate program. Anne was a contributor to the ASHRM Obstetrical Management Playbook and continues to author risk management resources as a member of AWAC Services on healthcare and behavioral health topics. Anne has been elected to the ASHRM Board for 2020-2023 and was recently awarded the CSHRM "Risk Manager of the Year" for 2019.

TATUM O'SULLIVAN RN, BSN, MHSA, CPHRM, FASHRM, DIRECTOR, AMBULATORY RISK & PATIENT SAFETY, NORTH SHORE PHYSICIANS GROUP

Tatum O'Sullivan, RN, BSN, MHSA, CPHRM, FASHRM is the Director of Ambulatory Risk and Patient Safety at North Shore Physicians Group, a Partners Healthcare affiliate, located in Massachusetts. She previously served as Director of Risk Management at an HCA hospital in New Hampshire and has worked in health care risk management since 2005.

Tatum is a member of the American Society for Healthcare Risk Management (ASHRM) and has earned the designation of Certified Professional in Healthcare Risk Management (CPHRM) and Fellow of the American Society for Healthcare Risk Management (FASHRM). She currently serves as a member of the Board for ASHRM. She has been on the Board of the Northern New England chapter since 2012, where she served as Secretary and President in 2014 and in 2017. She also served on the Board of the Massachusetts chapter as Secretary and as President in 2018. For the local chapters, she has chaired and served on various committees including Education, Bylaws, Finance, and Regional Conference Planning. Tatum was a deputy chair of the ASHRM Chapter Leadership Task Force in 2018 and chaired the ASHRM Nominating Committee in 2017. She has also served on the ASHRM New Member Task Force in the past.

In 2016, Tatum received the Paulette L. Gagnon Award. The Paulette L. Gagnon award is NNESHRM's highest honor and goes to chapter members who have distinguished themselves in promoting the chapter, the profession of risk management and in the development of other risk managers.

Tatum has presented on risk management and patient safety strategies both locally and nationally. She was a contributor on a publication for Health Care Management Review in 2017 and is a contributor to the ASHRM Workbook, Leading Health Care Risk Management. She has been a registered nurse for over 20 years and has worked in hospital, subacute, homecare, and ambulatory settings. Tatum holds a Bachelor of Science in Nursing from Saint Anselm College and a Master in Health Services Administration from St. Joseph's College of Maine.

GERI SCHIMMEL RN, BSN, MS, LHRM, CPPS, PRINCIPLE/CONSULTANT, STRATEGIC SAFETY ADVISORS, LLC.

Patient Safety is my passion. For the last twenty 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. Currently, I consult with individual entities to evaluate patient safety programs and build creative ways to reach and engage all staff members. A nurse with over 30 years of educational, clinical and corporate nursing consulting experience, I value most my time facilitating / teaching with the ASHRM Patient Safety Certificate program. I have been with the ASHRM faculty for 10 years and I look forward to sharing my knowledge and experience to guide and support others. Member of ASHRM including Patient Safety faculty; NPSF; HCEA.

KATHLEEN SHOSTEK RN, MBA, CPHRM, CPPS, DFASHRM, DIRECTOR, NATIONAL ACCOUNTS, PATIENT SAFETY, RISK & QUALITY, ECRI INSTITUTE

Kathleen Shostek, RN, MBA, DFASHRM, CPHRM, CPPS is Director, National Accounts, Patient Safety, Risk & Quality, for ECRI Institute. There she serves as account executive for large national and regional accounts, supporting the value proposition around improved quality, safe care with cost savings, and claims reductions with ECRI information, tools, and services. She is an industry recognized patient safety and risk management professional with over 25 years of experience in applying risk reduction techniques and innovative approaches to improve patient safety and reduce preventable harm. Kathy's experience is extensive and includes leadership at the acute care level and a corporate multispecialty physician group practice. Kathy has worked for national consultancies as well as medical malpractice insurance companies assisting health systems, hospitals, and physician practices to develop risk management and patient safety programs and improve the safety of high risk services.

Kathy is past developer of content for ECRI Institute's Healthcare Risk, Quality, and Safety Guidance System, and its specialty guidebooks, including *Physician Office Fundamentals* and *Critical Care Safety Essentials*. She co-authored a chapter with Peter Pronovost, MD in the American Society for Healthcare Risk Management's Risk Management Handbook for Healthcare Organizations, 5th edition. She has a clinical nursing and management background in emergency services, critical care, and surgery.

Kathy earned an MBA from DeSales University, Center Valley, PA. She received her nursing diploma from Community Medical Center School of Nursing, Scranton, PA and an ARM from the Insurance Institute of America. She is a past board member of ASHRM (2009-2011), Section Lead for ASHRM's Patient Safety Playbook (2015-2017), and chaired ASHRM's Patient Safety Task Force in 2017-2018. ASHRM awarded Kathy the Distinguished Service Award in 2018 for her career contributions to health care risk management and patient safety.