
WSHRM

2023 Spring Conference: **BETTER TOGETHER**



FRIDAY, APRIL 28, 2023

**Wisconsin Society for Healthcare Risk
Management**



SPRING CONFERENCE AGENDA

April 28, 2023 - Virtual Conference

7:30 – 7:45am	WELCOME	Melina Cortes, WSHRM President
7:45 – 8:45am	SURI Improving Your Risk Intelligence	Blake Barthelmess Tawni Solberg, MHA
8:45 – 9:45am	Hidden in Plain Sight – The Vascular Origin of Pressure Injuries and What’s Missing in Prevention Protocols	Caroline E. Fife, MD
9:45 – 10:00am	BREAK	
10:00 – 11:00am	Legislative Updates	Mark M. Grapentine, JD
11:00am – 12:00pm	The Significance of Early Investigation, Intervention & Communication in Med Mal Claims	Bill Bower, Esq. Gary J. Leonard, MA, AIC, ACP Tanya Springman, JD
12:00 – 12:30pm	Lunch	
12:30 – 1:30pm	Strengthening Transgender Health Equity Using a National Online Survey	Tari Hanneman
	Moving Beyond Statements to Action: Serving Transgender and Gender Diverse Patients	Shiva Bidar-Sielaff, MA, CDM
1:30 – 2:30pm	Prevention of Medical Errors: Supporting Physicians & Providers	Kristi Eldredge, RN, JD, CPHRM
2:30 – 2:45pm	BREAK	
2:45 – 3:45pm	The DSPS Crusade & the Challenge of the Licensing Board Inquiry	Sean M. Gaynor, Esq.
3:45 – 4:15pm	CLOSING REMARKS & RAFFLE* *Must be present (via Zoom) to win	Melina Cortes, WSHRM President

PRESENTATION OBJECTIVES

SURI Improving Your Risk Intelligence

- Demonstrate how SURI supports positive risk performance.
- Provide attendees with tools to use at the close of the day.
- Be able to identify the key focus factors for risk benchmarking.

Hidden in Plain Sight – The Vascular Origin of Pressure Injuries and What’s Missing in Prevention Protocols

- Understand the concept of vascular angiosomes and how they relate to the pathophysiology of stage 1 injuries, DTIs, and Stage 4 ulcerations.
- Understand the hemodynamic factors that contribute to severe pressure injuries.
- Identify risk mitigation strategies for pressure injuries based on hemodynamic factors that are missing from the current protocols.

Legislative Updates

- Know about legislative/administrative proposals that can affect healthcare entities.
- Learn about the policy and political factors behind various proposals.
- Know what is on the horizon in the upcoming elections.

The Significance of Early Investigation, Intervention & Communication in Med Mal Claims

- Understand how early investigation and communication can help to strengthen defenses and minimize potential liability.
- Understand the different phases of the investigation, specifically: investigation & communication at the time of the incident, weeks following the incident, and once an attorney representation letter is received.
- Review litigation trends, which make early management of claims critical.

Strengthening Transgender Health Equity Using a National Online Survey

- Increase awareness of the Healthcare Equality Index as a tool to increase transgender health equity.
- Identify the key policies and practices that a healthcare facility can adopt to reduce disparities and discrimination faced by transgender people.
- Understand the resources available to help hospitals adopt policies and practices to improve care for transgender and gender non-conforming patients.

Moving Beyond Statements to Action: Serving Transgender and Gender Diverse Patients

- Learn about UW Health and its Gender Services Program.
- Understand ways to move from commitment to actions.
- Learn how to use the EMR to affirm trans and gender diverse patients.

Prevention of Medical Errors: Supporting Physicians & Providers

- Identify various cognitive biases and system issues that contribute to diagnostic errors.
- Be able to apply risk management strategies to support physicians and other providers in reducing the potential for medical errors and improve patient safety.
- Be able to identify and implement process and performance improvement measures.

The DSPS Crusade & the Challenge of the Licensing Board Inquiry

- Learn about the DSPS/Licensing Board process.
- Discuss the seemingly large increase in licensing board inquiries and discipline.
- Discuss and learn risk management strategies in working with providers and staff who are the subject of these inquiries.

SPEAKERS



Blake Barthelmess
Entrepreneur, Author, Mentor, CEO, CFO, COO
Norwegian Crystals, Kinetic Leadership

Blake Barthelmess has had a wide and varied career arc, defined by leading transformational teams, applying technology to support business outcomes, reimagining the patient experiences, developing strategic risk programs, and driving growth. He has had the great fortune to work in various industries (Health Care, CPG, Tech, Renewable Energy and Logistics) in various countries including the USA, Norway, China, Germany, Japan, and the United Arab Emirates. Barthelmess has held senior executive roles including Chief Operations Officer for Columbia Basin Health Association (FQHC), Chief Executive Officer for SolarX Works, Chief Information Officer for Columbia Colstor and Chief of Staff for LDK Silicon.

As Managing Director for BHBPartners, Mr. Barthelmess has collaborated with institutions such as Mubadala, Masdar/Abu Dhabi Future Energies Corporation, MPV, and Advanced Materials Management Systems on various projects (ranging from millions to billions of dollars) in locations such as China, Germany, Norway, Taiwan, Canada, UAE, Qatar, and Saudi Arabia. He has developed enterprise risk programs for companies across many different industries from Health Care to Energy sectors. His specific focus has been tying risk management to organizational change to create positive outcomes. Barthelmess is the founder of the Kinetic Leadership Academy which provides advanced leadership development and mentorship.

Barthelmess received a BA in Communications from the University of Idaho and an MBA from the University of Oregon. He holds certifications from the Information Systems Audit and Control Association (ISACA), the National Association of Safety Professionals (NASP), MGMA, and CIO Certifications from Oxford Said School of Business/Gartner, Oxford, England.



Tawni Solberg, MHA
Risk Manager
Columbia Basin Health Association

Tawni Solberg has had a 30 year career in healthcare. Over the years she has worked in all lines of patient care and emergency preparedness. She spent most of those years in the emergency care setting. She has held positions of Nurse Manager, Site Director, Director of Operations, Emergency Services Director and Risk Manager. She also served as Chair for the Washington State Trauma Prevention Team. She deployed nationally to work as Director of Operations and Financial and Statistical Manager for Red Cross responding across our nation including to Hurricane Sandy where she was part of the team that developed the staffing matrix utilizing local resources which is still used today. She is a member of the Founder's Circle for Kinetic Leadership.

She has her Master's in Healthcare Administration and continues educational opportunities to further her knowledge and skills. She has a passion for patient advocacy, building from the bottom up or reimagining resilient programs that enhance both the patient experience and staff satisfaction and retention. Her most recent project was heading up the National Risk Benchmarking Collaborative and development of the SURI Framework. She holds a medical patent on a micro valve device that benefits hemophiliacs, elderly and pediatrics.



Caroline E. Fife, MD
Baylor College of Medicine, Houston TX

Dr. Fife completed a Family Medicine residency at the University of Texas, Southwestern in Dallas followed by a two year Fellowship in Undersea and Hyperbaric Medicine at Duke University. Until 2013 she was a Professor of Medicine at the University of Texas Health Science Center, Houston where she initiated the Memorial Hermann Center for Wound Healing. She is now a Professor of Geriatrics at Baylor College of Medicine in Houston. She is the Chief Medical Officer of Intellicure, Inc., a health information technology company, and the Executive Director of the U.S. Wound Registry, a non-profit organization recognized by CMS as a qualified clinical data registry. The USWR develops quality measures and helps wound care practitioners meet the requirements of Medicare's Quality Payment Program. Past and present board activities include the Alliance of Wound Care Stakeholders (past co-chair), the American Academy of Wound Management, the Association for the Advancement of Wound Care and the American Professional Wound Care Association. She is the clinical editor of *Today's Wound Clinic*, and has authored more than 100 peer reviewed articles and book chapters as well as editing 3 textbooks.

Her research contributions include the development of real time lymphatic imaging with Dr. Eva Sevick using near infrared technology and the development of the Wound Healing Index which, on the patient's first visit can accurately predict the outcome of diabetic foot ulcers, venous leg ulcers and pressure ulcers in response to standard care, based on both patient and wound severity factors.



Mark M. Grapentine, JD
Chief Policy and Advocacy Officer
Wisconsin Medical Society

As Chief Policy and Advocacy Officer, Mark is responsible for representing and protecting the interests of more than 10,000 Wisconsin Medical Society members at the state and federal level. Mark is in his second stint with the Society, rejoining the organization in September 2020 after a year at the Wisconsin Hospital Association as their Vice President of Communications. His first period with the Society was from 2003 through August 2019, eventually as the Senior Vice President of Government Relations.

Before joining the Society in 2003, Mark was chief of staff to former State Senator Peggy Rosenzweig (2001-02), Policy Advisor to former Governor Tommy G. Thompson (1998-2001), and legislative assistant to former State Assembly Representative Scott Walker (1997-98).

Mark is a 1997 graduate of the University of Wisconsin Law School. He graduated from the University of Wisconsin in 1990, majoring in journalism and political science. In between degrees Mark was a television sports anchor and reporter at WKOW-TV, the ABC affiliate in Madison. He is married (Wendy Warren) and has two children: a son, Jordan (26) and a daughter, Lexey (24).



Bill Bower, Esq.
Senior Vice President, Healthcare Leader
Gallagher Bassett Healthcare

Mr. Bower holds a JD and has over thirty years of claim and litigation management experience with matters relating to medical professional liability. Bill has an established career in litigation, operations management, enterprise resource planning, corporate insurance, risk avoidance/management, patient safety, program implementations, cybersecurity, and shared services.

At GB Healthcare, Bill leads and directs all claim functions across within the healthcare unit, oversees the management of the largest and most complex claims; approves personnel activities including hiring; training, development and evaluation of staff performance; drive reserving adequacy and accuracy across claims; and conducts case reviews.

Prior to joining GB Healthcare, Mr. Bower held a senior management role at a large Academic Healthcare System in Chicago. His duties included the management of all areas of professional and general liability claims/litigation management, with direct operations responsibility for Claims & Litigation, Corporate Insurance, and Clinical Risk Management divisions. Bill served as President of the affiliated hospital captive and led all professional and general liability insurance renewal efforts. In addition, he served as Chair of Claims Advisory Committee, Chair of the Reserve Advisory Committee, Chair of the D4 Professional Liability Expense Reduction Committee and was an acting member of the Clinical Classification and Evaluation Committee and Patient Safety Committee.

Mr. Bower's career also includes experience at a large insurance carrier with matters relating to medical malpractice insurance. Bill contributed as line of business claim officer, in charge of claim oversight of medical malpractice/professional liability matters in corporate accounts/hospitals, physicians, nurses and allied health professionals, advanced medical technology (pharmaceuticals and medical devices), and institutional excess coverage. He led all reserving, negotiation, and trials in federal and state courts nationwide and chaired all panel counsel. His trial record for 2003 - 2004 was 259 trials with a 93% win record.

Mr. Bower has provided numerous presentations throughout the Healthcare, Insurance and claims industries as an invited speaker for various organizations including the Defense Research Institute, the Insurance Managers Association of Cayman, the Chicago Bar Association, the Chicago Healthcare Risk Management Society, the American Conference Institute and the Network of Trial Law Firms.



Gary J. Leonard, MA, AIC, ACP
Executive Vice President – National Director of Account Management
Gallagher Bassett Specialty

Mr. Leonard has over twenty-five years of claims and litigation management experience in medical malpractice; long-term care; products; misc. liability; EPL; commercial and personal lines; general liability; and auto liability with nationally based commercial insurance carriers and claim management companies. While at GB Specialty, Gary has held several management positions that have included Vice President, Account Management for various hospitals, physician practice groups and long term care facilities and Senior Vice President, Chair of the Management Committee. Gary also manages a national docket of high severity medical and misc. liability cases.

In his current role as Executive Vice President, National Director of Account Management, Gary provides oversight of all Healthcare, EPL, Miscellaneous Professional Liability and Products Liability accounts. He also provides direct supervision of the Healthcare, EPL, Miscellaneous Professional Liability and Products Liability Management teams and their respective claim attorneys & professionals. Prior to joining GB Specialty, Gary had roles in claims consulting, risk management and has held various leadership positions with national insurance carriers.



Tanya Springman, JD
Division Claims Manager – Hospital
MedPro Group

Tanya Springman is the National Claims Leader for the Hospital Division, managing Excess and Reinsurance accounts. She works closely with her claims team, insureds, TPAs, brokers, and defense counsel on effective resolution of claims, analyzing case value and risk, and managing coverage issues as needed.

Before joining MedPro Group, Tanya was a litigator in the Chicago metro area for 17 years. The bulk of her litigation career was spent in the defense of hospitals and physicians. She was responsible for the day to day handling of lawsuits for several large research hospitals, and worked closely with hospital risk management and senior leadership in conflict resolution and evaluation of best practices. She engaged in many pre-suit investigations to determine potential risk and to establish case strategy early, including potential standard of care defenses, causation, damages, and economic/reputational implications.

Tanya holds a Juris Doctorate from University of Denver, a Master of Education degree from Clemson University, and a Bachelor's Degree in Communications from the University of Missouri - Columbia.



Tari Hanneman (she/her)
Human Rights Campaign Foundation

Tari Hanneman (she/her) is the Director of the Health and Aging Program at the Human Rights Campaign Foundation, where she oversees the annual Healthcare Equality Index, the Long-Term Care Equality Index, and other projects related to LGBTQ+ health and aging. Tari has over 25 years of experience in the nonprofit and philanthropic sector, primarily focused on the areas of health and women's issues. Prior to joining HRC, she served as the initial Director of The Women's Fund of Winston-Salem where she led all aspects of developing The Fund's programs and brand in the community. Prior to that, she served in a number of roles at The California Endowment, one of the nation's largest health foundations. She has also worked for elected officials and non-profits focused on the environment, reproductive rights, and HIV. She has an MPA with an emphasis on Nonprofit Management from the University of Southern California.



Shiva Bidar-Sielaff, MA, CDM
Vice President for Diversity, Equity and Inclusion
Associate Dean for Diversity and Equity Transformation
UW Health

Shiva Bidar-Sielaff, MA, UW Health Vice President for Diversity, Equity and Inclusion and University of Wisconsin Associate Dean for Diversity and Equity Transformation, leads a cross-functional office that consists of the SMPH Office of Diversity and Equity Transformation and the UW Health Office of Diversity, Equity and Inclusion, leading the overall vision, coordination and strategic leadership for the design and implementation of initiatives related to diversity, equity, and inclusion. She is responsible for internal strategic initiatives as well as partnerships with community organizations to better connect and serve historically marginalized communities.

She completed her undergraduate degree at Ecole d'Interprètes Internationaux in Mons, Belgium, followed by a Master of Arts in International Policy Studies at Monterey Institute of International Studies in California. In 2015 she earned a Certificate in Diversity Management from Georgetown University.

In 1997 she first joined the health system to establish UW Health's medical interpretation services program. She became director of community partnerships for UW Health, and then UW Health Chief Diversity Officer. In 2020 her health system role was elevated to a vice president position.

Bidar-Sielaff is an established leader and effective champion for advancing equity and diversity at the individual, organizational, and community levels. She has served as an alder on the City of Madison Common Council and serves on the Governor's Health Equity Council, co-chairs the Latino Health Council of Dane County, and is a member of the Madison Community Foundation Board. Her many accolades include being named as a 2019-20 UW-Madison Outstanding Woman of Color.



Kristi Eldredge, RN, JD, CPHRM
Senior Risk Consultant, Risk Mitigation Services
MMIC|Constellation

In her role at MMIC, Kristi is a trusted advisor to policyholders in matters of patient safety and risk management. She values being the person who “has their back” when questions arise. With a background as both a registered nurse and a medical malpractice attorney, Kristi is well suited to provide comprehensive risk management services to physicians, clinics, long-term care and hospital clients, delivering customized strategies to prevent and minimize injuries, and reduce claims and losses.

Kristi feels strongly that providing quality health care will undoubtedly result in patients who are satisfied with their care and populations that are managed effectively.

Prior to joining MMIC in 2008, she served in risk management positions for CNA Healthcare and at a large New York City hospital. Kristi began her health care career as a registered nurse, working in labor and delivery, high-risk perinatal care, and as director of maternal and child nursing at Regions Hospital in St. Paul, Minnesota.

In her spare time, Kristi enjoys flats fishing and traveling any chance she gets.



Sean M. Gaynor, Esq.
Shareholder
Leib Knott Gaynor, LLC

Sean Gaynor is a shareholder in the Milwaukee law firm of Leib Knott Gaynor, LLC where he has focused the entirety of his twenty-one year practice on the defense of health and dental care providers in lawsuits, licensing matters and business related issues. In addition to his litigation practice, Sean has been a former President and Board Member of WSHRM and has written numerous articles and presented locally and nationally on issues involving medical legal matters.

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Better Together!

The WSHRM Board would also like to give a huge shout out to all of the firms and companies who have financially supported the mission of WSHRM and education of our Risk Professional members through the pandemic. Your generous support is greatly appreciated and we look forward to meeting with all of you face-to-face at our Fall 2023 Conference. We truly are Better Together.



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