



# 31<sup>st</sup> ANNUAL NEW ENGLAND REGIONAL HEALTHCARE RISK MANAGEMENT CONFERENCE

Southbridge Hotel and Conference Center  
Southbridge MA,  
April 30 – May 2, 2023

## Sunday, April 30, 2023

2:00 pm - 3:30 pm  
Conference Registration Desk Open

### 3:30 pm- 4:00 pm Welcome and Opening

Amie Costello, RN, BSN, MBA, CPHQ, CPHRM, CPPS,  
HACP, Chair, Conference Steering Committee

### 4:00 pm – 5:30 pm General Session

#### *Getting to the Root of Healthcare Violence*

Monica Cooke, BSN, MA, RN, PMH-BC, CPHQ,  
CPHRM, DFASHRM, Quality Plus Solutions LL

5:30 pm – 7:00 pm  
Opening Reception  
Sponsored By  
Coverys

## Monday, May 1, 2023

7:00 am - 8:00 am  
Conference Registration Desk Open

7:00 am - 8:00 am  
Breakfast/Exhibits  
Sponsored by  
Stockman O'Connor Connors PLLC

8:00 am – 8:15 am

### Welcome

Amie Costello, RN, BSN, MBA, CPHQ, CPHRM, CPPS,  
HACP, Chair, Conference Steering Committee

## Monday, May 1, 2023

8:15 am – 9:15 am  
Breakout Sessions

### 1. *Healthcare Cybersecurity in a Chat GPT/AI World*

- Chad Brouillard, Esq., Foster and Eldridge
- Laura Yorke, RN, BSN, MPH, Catholic Medical Center

### 2. *Risk Management Considerations in Human Trafficking: See, Pull, Cut the Threads of Violence@*

- Beth Jackson, MS, Tufts Medical Center
- Patricia A. Normandin, DNP, RN, CEN, CPN, CPEN, FAEN, Tufts Medical Center

9:15 am – 9:45 am  
Refreshments/Exhibits  
Sponsored by  
Integrus Group

9:45 am – 10:45 am  
Breakout Sessions

### 1. *Enterprise Risk. Implicit Bias and Diversity, Equity, and Inclusion (DEI) Initiatives*

- Moira Wertheimer, Esq., BSN, RPLU, CPHRM, FASHRM, Lexington Healthcare
- Anne Huben-Kearney, BSN, MPA, DFASHRM, CPHQ, CPHRM, CPPS, Risk and Patient Safety Consultant

### 2. *Risks of Copy & Paste on Malpractice Cases*

- Maggie Janes, RN, JD, CRICO
- Jen Vuu Sanchez, RN, BSN, MA, CRICO

## Monday, May 1, 2023

10:45 am – 11:45 pm  
Breakout Sessions

### 1. *Patient Violence Prevention & Mitigation: We Cannot Wait for Legislation*

- David Corbin, CPP, CHPA, Dynamic Security Strategies, LLC

### 2. *Ambulatory Care: Taming the Wild, Wild, West*

- Denise Neal, RN, BSN, MJ, CPHRM, DFASHRM, AWAC Services, Allied World
- Gloria Umali RN, BSN, MS, MPA, CPHRM, AWAC Services, Allied World

11:45 am - 12:15 pm  
General Session

#### *ASHRM Update*

- Tatum O'Sullivan, RN, MHSA, CHPRH, DFASHRM, North Shore Physicians Group, Massachusetts General Hospital, ASHRM President-Elect

12:15 pm – 1:15 pm  
Lunch/Exhibits  
Sponsorship Available

1:15 pm – 2:45 pm  
General Session

#### *Growing Pains of a Disclosure Program*

- Sandy Roussas, Esq, Stockman O'Connor Connors, PLLC
- Tracey Reiser, Esq., Yale New Haven Health Services Corporation

## Monday, May 1, 2023, Cont.'

2:45 pm – 3:30 pm  
Refreshments/Exhibits  
Sponsored by  
MedPro Group

3:30 pm – 4:30 pm  
Breakout Sessions

1. **Member Engagement is Essential for Professional Growth and Development**
  - Amie Costello, RN, BSN, MBA, CPHQ, CPHRM, CPPS, HACP, Pendulum Risk Management Services
2. **Examining the Relationship Between Cognitive Bias and Diagnostic Error**
  - Jenelle E. Arnao, DHS, MS, CPHRM, Coverys

4:30 pm – 5:00 pm  
Chair Yoga

Lou Anne McLeod, BS, MHA,  
Medical Mutual Insurance Company of Maine

Monday Night Reception  
Sponsorship Available

## Tuesday, May 2, 2023

7:00 am - 8:00 am  
Breakfast/Exhibits  
Sponsorship Available

## Tuesday, May 2, 2023

8:00 am – 9:00 am  
Breakout Sessions

1. **Your Claims Managers: They're People Too!**
  - Dan Joyal, CPCU, RPLU, Moderator,
  - Edgewood Healthcare Advisors
  - Gregory Goetz, Edgewood Healthcare Advisors
  - Erika Smart, University of Vermont Health System
  - Fiona St. John-Parsons, Esq, Coverys
2. **Pediatric Claims Trends in 2023**
  - Paul Greve, JD, RPLU, DFASHRM, Markel Specialty
  - John Swift, BA, MBA, Candello/Harvard Risk Mgt Foundation

9:15 am – 10:15 am  
Breakout Sessions

1. **Informed Consent and Medical Liability: Not a Matter of Form**
  - Chad Brouillard, Esq., Foster & Eldridge, LLP
  - Jim Purcell, Taylor Healthcare
2. **Creating Work Force Safety in Behavioral Health**
  - Sarah Nottage, RN, BSN  
Bradley Hospital, a Lifespan affiliate

10:15 am – 10:45 am  
Refreshments/Exhibits  
Sponsored by  
Barton Gilman LLP

10:45 am – 11:45 am  
Keynote Speakers

### **Media and Medical Malpractice/Lawsuits**

- Rose Marie Joly, Esq., Sulloway & Hollis, P.C
- Paula Domanski, Esq., Sulloway & Hollis, P.C

11:45 am – 12:00 pm Raffles  
(Must be present to win)

12:00 pm  
Box Lunch to go  
Sponsored by

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