

# Sunday May 3, 2026

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## **WORKSHOP: Before You Implement That New Workflow....**

**Abigail Williams, RN JD, MPH CPPS, CPHRM, CPHFH**

Ms. Williams has more than 40 years of experience in clinical healthcare, and law, developing enhanced safety management systems using tools from safety science, human factors, and change management. For the past 30 years she has focused on fostering healthcare's transition from reactive risk management to proactive patient safety, drawing on her deep understanding of the healthcare industry, use of engineering solutions to proactively identify hazards, critical and complex operations, and relevant research.

## **WORKSHOP: Behavioral Health Risk: The Big Group Brain-Boost Bash!**

**Monica Cooke BSN, MA, RN, PMH-BC, CPHQ, CPHRM, DFASHRM**

Monica Cooke has more than 40 years of experience in the field of behavioral health & substance abuse in clinical, administrative, executive risk and quality positions. She founded Quality Plus Solutions LLC in 2006 to provide organizational behavioral health and workplace violence assessments and risk /quality support for healthcare settings. Monica is a legal nurse expert, and as a Certified Psychiatric/Mental Health Nurse, she continues to work part time as a specialist in behavioral health. She has served in several leadership positions with chapter risk and quality societies and ASHRM contributing to white papers and Pearls brochures. She conducts educational presentations at both the national and state levels and is recognized as an expert in the field. In 2024, Monica received the Distinguished Service Award for lifetime achievement by ASHRM.

## **Opening Session: Creating Your Own Way: Redefining Leadership in Healthcare Risk Management**

**Tatum O'Sullivan, RN, BSN, CPHRM, MHSA, CPHRM, DFASHRM, CPPS**

Tatum O'Sullivan, RN, MHSA, CPHRM, DFASHRM, CPPS is the Healthcare Loss Control Expert for Munich Re Specialty – North America. She was previously the Director of Safety, Risk, and Patient Family Relations at Mass General Brigham Medical Group in Massachusetts.

Tatum was the 2024 President of the American Society for Health Care Risk Management (ASHRM). She was Secretary and later President for 2 local ASHRM chapters in Northern New England and Massachusetts. She has served and chaired numerous committees and task

forces. Tatum has presented locally, nationally, and internationally and is a contributor on several journal and ASHRM publications.

**Linda Habibi, JD, MBA, CPPS, CPHRM**

Linda began her career as a medical malpractice defense attorney before moving into healthcare risk management. She is now the Director of Patient Safety, Risk Management, and Patient Relations at Lahey Hospital and Medical Center in Burlington, MA. Fueled by a passion for adult learning, Linda serves as Faculty for ASHRM's HRM Essentials certificate program, NERC Steering Committee Vice Chair, and MSHRM board member. She received the ASHRM Rising Star Award in 2024. Linda holds degrees in biology, law, and business, as well as the CPHRM and CPPS credentials.

## Monday May 4, 2026

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### **Sexual Assault Nurse Examiners and Risk Management: Bridging Clinical, Legal, and Operational Gaps**

**Michelle Rose MHCDS, BSN, SANE**

Michelle Rose, MHCDS, BSN, RN, SANE-A is an experienced nurse leader with a background spanning emergency medicine, operational flow, forensic nursing, and behavioral health. A SANE provider and program manager since 2013, she brings deep expertise in trauma-informed care and multidisciplinary coordination.

As Manager of Emergency Department and Observational Services, Michelle focuses on quality, safety, and system reliability. Her forensic nursing work offers a unique lens on how clinical practice, risk mitigation, and patient experience intersects, insight she applies to strengthening resilient, high-performing care environments."

**Janet Carroll, RN, CEN, SANE-A, SANE-P**

Janet Carroll, RN, CEN, SANE-A, SANE-P, is the Program Director of the Sexual Assault Nurse Examiner (SANE) Program. In this role, she coordinates the NH SANE Program in conjunction with the Sexual Assault and SANE Advisory Board.

Janet has been a Registered Nurse since 1999. Since becoming a Sexual Assault Nurse Examiner in 2005, Janet has conducted over a thousand sexual assault medical forensic evaluations in New Hampshire and Vermont hospitals. She is also board certified in Emergency Nursing (CEN), as an Adolescent/Adult Sexual Assault Nurse Examiner (SANE-A), and as a Pediatric Sexual Assault Nurse Examiner (SANE-P). In addition to her role as the Program Director for SANE, she has also served as the Nurse Manager of the Sexual Assault and Forensic Nurse Examiner Program at Dartmouth Hitchcock Medical Center since 2008.

Janet has worked with various medical systems to improve their response to survivors of sexual violence and domestic violence by providing education, technical assistance, policy development, and community outreach. Janet has received national and regional award recognition for her work as a SANE

## **Let's Talk Success: Buy in or Burn Out**

**Anne Huben-Kearney, BSN, MPA, DFASHRM, CPHQ, CPHRM, CPPS**

Anne Huben-Kearney, DFASHRM, CPHRM, CPHQ, CPPS, is an independent risk and patient safety consultant. She was elected to the American Society of Healthcare Risk Management Advisory Board (2020 -2022) and is serving on the 2025-2026 ASHRM Nominating Committee, is the Faculty Lead for the ASHRM Patient Safety Certificate Course, and is co-author of the 3- part AHA/ASHRM White Paper Series on Recognizing and Managing Bias in healthcare. Anne is the current President of the Massachusetts Society of Healthcare Risk Management. Anne has a BSN (magna cum laude) from Misericordia University and an MPA from the University of New Haven, CT.

**Jenelle Arnao, DHS MS CPHRM**

Jenelle is a certified risk management professional with 15 years of hospital-based risk management experience. Most recently, she served as a senior risk consultant at Coverys, nimbly sharing her expertise and experiences with healthcare professionals to maintain high-level client servicing as part of the risk management & analytics team. Her passion is to explore the furtherance of risk reduction and patient safety at the community, regional, and national levels. Jenelle earned her Doctorate in Human Services by designing a training program to help leadership identify and mitigate employee burnout. Jenelle is a faculty member of ASHRM, a member of AHRMNY and SHCRM-NJ

## **HIPAA Disclosure Dilemmas - Real Life Scenarios and Outcomes**

**Paula R. Domanski**

Paula Domanski is a member at Sulloway & Hollis, P.L.L.C., Concord, NH. She focuses her practice on counseling and defending healthcare institutional clients and providers. She represents clients in complex, high exposure medical negligence matters pending in state and federal courts, managing all aspects of litigation from investigation through discovery, trial and post-trial motions and appeals. Her background handling a wide array of complex business, medical negligence and insurance related litigation gives her a broad and comprehensive point of view and a trove of business experience on which to draw when assisting her clients.

## **Bradley D. Holt**

Brad Holt is an equity member at Sulloway & Hollis, P.L.L.C. His 25-year legal career is focused on litigation and dispute resolution, counseling, regulatory compliance and training. He has significant experience as a senior operational leader. (Retired Navy Captain). He defends medical and dental malpractice clients, hospitals, and skilled nursing/assisted living facilities. He has successfully litigated, complex, multi-million dollar cases alleging wrongful death; wrongful life; birth injury; robotic, laparoscopic and open surgical injuries, pathology and radiology interpretations; professional negligence claims against mental health providers', hospital and insurance credentialing disputes. Brad also represents clients before licensing boards (e.g. Medicines, Nursing Mental Health).

## **Soft Skills, Hard Defense: Mitigating Risk Through Patient Relations**

### **Rachel Booth, MSN, APRN, ANP-BC, CPHRM**

Rachel Booth is a highly agile and results-driven healthcare risk professional recognized for optimizing patient safety and mitigating financial risk. With a proven track record of cultivating strong collaborative partnerships across multidisciplinary teams, she excels at navigating complex hospital environments to drive organizational excellence. By leveraging strategic alliances with clinical and administrative leaders, Rachel consistently delivers solutions that protect both the patient experience and the organization's bottom line. She is a dedicated advocate for utilizing front-line engagement as a proactive tool for organizational resilience.

### **Alex Winters**

Alexandra (Alex) Winters began her career at Verizon through the Lead to Succeed college hire program. Starting as a team leader, she managed large sales and service teams, quickly discovering her passion for the fast-paced call center environment and making meaningful connections with customers. Her success as a team leader led to her promotion to Call Center Manager, where she managed over 200 individuals and honed her skills in driving performance through influence. Through her leadership, Alex became an expert in coaching to performance and achieving high levels of service excellence.

In 2017, Alex joined Nuvance Health as the Manager of Centralized Services. In this role, she developed strong connections and demonstrated the significant impact of excellent customer experience on productivity and staff engagement. In 2019, a new role was created for Alex as the Director of Centralized Services and Service Excellence, where she became an expert in enhancing patient, employee, and physician experience. In 2020, Alex was offered an inaugural system role in Patient Experiences the Director of Patient Experience Operations and was then promoted to Assistant Vice President of Patient Experience in 2022. In her current role, Alex is responsible for the execution and oversight of all patient experience strategies and initiatives, focusing heavily on communication coaching, developing therapeutic professional relationships, multidisciplinary collaboration, and

using influence and inspiration to drive performance acceleration. Under her guidance, Nuvance Health has improved patient experience scores across multiple areas, most notably in inpatient, emergency, and medical practice settings. Based on these improvements, Nuvance Health has received multiple awards for outstanding patient care and service excellence.

Alex graduated from SUNY New Paltz with a bachelor's degree in Organization and Political Communication and earned a master's degree from Northeastern University in Corporate and Organizational Communication with a concentration in Leadership. Alex lives in the Hudson Valley with her husband and two young children, and she is passionate about enhancing the personalization and quality of healthcare in her community

## **What Were They Thinking?! Insights Into the Mindset of Jurors**

### **Tammy Wade, JD, CPHRM**

Ms. Wade is an experienced trial attorney having defended hospitals and care providers against claims of malpractice for over twenty years. Her experience in medical professional liability claims motivated her achieve CPHRM status to assist her clients in implementing best practices to reduce liability exposure in the delivery of healthcare. Now working in risk financing, Ms. Wade's unique background allows her to assess liability exposure, develop risk mitigation factors and advise on the impact litigation has on system profitability.

### **Honorable Kristi Lea Harrington (Ret.)**

The Honorable Kristi Lea Harrington (Ret.) is a former state circuit court judge, nationally recognized trial consultant, mediator, arbitrator, and educator. Today, Kristi is a Trial Consultant with First Court, Inc. and IMS Legal Strategies, where she advises corporate leaders, claims professionals, and legal teams on risk, decision-making, and communication strategy. She leads mock trials, focus groups, and strategic exercises that reveal how real people evaluate fairness, responsibility, leadership, and trust. Kristi is known for translating complex legal and human dynamics into clear, actionable insights that leaders can actually use.

## **Why Clinicians Miss Things - A Risk Perspective**

### **Alicia LaRoche, MHA, CPHRM, HACP**

Alicia LaRoche is a Senior Risk Manager at Medical Mutual Insurance Company of Maine. She has been involved in performance improvement and risk management since 2016. Alicia graduated from the University of Maine with a Bachelor of Arts in Public Administration and Saint Joseph's College in Standish with a Masters in Health Administration. She is a Certified Professional in Healthcare Risk Management (CPHRM) and Healthcare Accreditation (HACP). Alicia is a member of the American Society of Healthcare Risk Management (ASHRM) and the Northern New England Society for

Healthcare Risk Management (NNESHHRM). She has served on the NNESHHRM board and is also volunteering for ASHRM on their chapter leader committee.

## **GENERAL SESSION: Defensible or Not: Risk and Legal Strategy in Primary Care**

### **Nicole Thayer, RN, BSN, MBA, CPHRM**

Nicole Thayer, MBA, RN, CPHRM, is the Director of Risk & Quality Assurance at InterMed, where she leads organizational efforts in risk mitigation, patient safety, quality improvement, and regulatory compliance. With 20 years of clinical, operational, and risk management experience across diverse care settings, she partners closely with InterMed's operational teams and executive leadership to reduce potential claims and enhance system-wide safety. Nicole serves as the board Treasurer for the Northern New England Society for Healthcare Risk Management and contributes to regional education initiatives supporting risk and patient safety professionals.

### **William N. Smart**

Bill Smart is a Partner in the Manchester, New Hampshire office of Morrison Mahoney, LLP. Bill concentrates his practice in the area of hospital and medical malpractice, regularly representing hospitals and doctors of all specialties, dentists, nurses and other healthcare professionals in state and federal court, before their professional licensing boards, and in institutional credentialing matters. He is admitted to practice in the state and federal courts of New Hampshire, Vermont and Maine, and has been elected by his peers to The Best Lawyers in America© Medical Malpractice Defense guide (2019-2026).

## **Level Up Your Risk Game: Leveraging AI for Risk Professionals**

### **Robin Lynch MSN, RN, CHSE, CPPS, CPHFH**

Robin is the Manager, Quality, Risk & Patient Safety at Med-IQ. Robin was awarded her Master of Science in Nursing Education from the State University of New York Institute of Technology and her baccalaureate of science in nursing from the University of Texas in Austin. Robin holds certifications in simulation education, patient safety, and human factors in healthcare. She has presented at national and regional risk, patient safety, and simulation conferences and developed custom client content on a wide range of topics. Robin served as a contributing author of ASHRM's Failure Mode & Effects Analysis (FMEA) Playbook and as a subject matter expert in the development of the Institute for Healthcare Improvement's Human Factors in Healthcare Certification Exam. Most recently, she designed a hybrid workshop on facilitating effective root cause analysis from a human factor lens.

## **Chad Brouillard, JD, MA**

Chad Brouillard, JD, MA is a partner at the law firm of Foster and Eldridge, LLP in Massachusetts. Mr. Brouillard is a medical malpractice defense attorney and healthcare lawyer who has successfully defended numerous cases to trial. In addition to being a trial lawyer, Mr. Brouillard was recently on faculty at the Tufts University Department of Public Health and Community Medicine as an adjunct instructor for the Health Informatics and Analytics Division and creator of the Information Governance course for healthcare. He is an international speaker on AI liability, EHR liability, AI risks in healthcare, information governance, and healthcare technology liability for continuing medical education, continuing legal education and risk management programs, and has written numerous articles on the same topics. He holds licenses to practice law in Massachusetts, New Hampshire, New York as well as Federal Courts, including the United States Supreme Court. In 2023-2025, Attorney Brouillard was recognized as a “Best Lawyer” and “Top Lawyer” in Medical Malpractice Defense in the Boston area.

## **Rapid Response to Workplace Violence Through Multidisciplinary Partnership**

### **Kimberli Corcoran, BSN, MS**

As a healthcare executive and nurse leader with more than two decades of experience, Kimberli Corcoran has driven system-level change from the bedside to the boardroom. She has served as Deputy Commissioner and Chief Nurse Executive for the Oklahoma Department of Mental Health and as System Director of Patient Safety at INTEGRIS Health, leading enterprise culture-of-safety and workforce resilience initiatives.

Now, as Senior Solution Consultant – Risk & Safety at RLDatix — and a former six-year end user — Kimberli partners with organizations to connect data, technology and leadership strategy to advance patient safety, transparency and high-reliability performance across the continuum of care.

## **Tuesday, May 5, 2026**

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## **Defense Counsel or Risk Professional? You be the Judge!**

### **Janell Forget, RN, BSN, JD, CPHRM, FASHRM**

Janell Forget is currently the AVP of Risk Management for UMass Memorial Health and is responsible for all Risk Management activities for the UMass system which includes 4 acute care hospitals on 7 campuses, multi-specialty ambulatory clinics and a large behavioral health organization that provides both inpatient and outpatient behavioral health. Janell has

30 years of pediatric critical care nursing experience and over 20 years of experience in Medical Malpractice defense as an attorney and risk manager and both acute and ambulatory Risk and Compliance Management. In her 9 years with UMass Memorial Health, Janell has redesigned the risk management program into an enterprise program with close interaction with claims and the self-insurance program. Through her efforts and the change in process, department design and staffing models the system has moved from reactive to proactive risk management. Her approach to risk management focuses on culture, relationship development and education using data to reinforce change and process improvement.

**Chad P. Brouillard, BA, MA, JD**

Chad Brouillard, JD, MA is a partner at the law firm of Foster and Eldridge, LLP in Massachusetts. Mr. Brouillard is a medical malpractice defense attorney and healthcare lawyer who has successfully defended numerous cases to trial. In addition to being a trial lawyer, Mr. Brouillard was on faculty at the Tufts University Department of Public Health and Community Medicine as an adjunct instructor for the Health Informatics and Analytics Division and creator of the Information Governance course for healthcare. He is an international speaker on AI liability, EHR liability, AI risks in healthcare, information governance, and healthcare technology liability for continuing medical education, continuing legal education and risk management programs, and has written numerous articles on the same topics. He holds licenses to practice law in Massachusetts, New Hampshire, New York as well as Federal Courts, including the United States Supreme Court. In 2023-2025, Attorney Brouillard was recognized as a “Best Lawyer” and “Top Lawyer” in Medical Malpractice Defense in the Boston area.

**Beyond the Hospital Walls: Risk Management in EMS**

**Frank Caria, MPA, CHC, CHPC**

Frank is currently Deputy Privacy Officer at Catholic Health, a multi-hospital and health care system on Long Island, NY and has spent more than 17 years working in various health care compliance, privacy and risk roles at hospitals, managed care and behavioral health organizations. He also continues to serve as a Critical Care EMT with 30 years of EMS experience. Frank earned his Masters of Public Administration from Fairleigh Dickinson University and Bachelors from Muhlenberg College and maintains certifications in Healthcare Compliance and Health Care Privacy Compliance.

**Cassandra Frank, MBA, MA**

Cassandra is currently Risk Manager at Catholic Health’s Good Samaritan University Hospital Health and an Adjunct Instructor at Suffolk Community College. She has more than 10 years of experience in various healthcare roles including hospital administration, education, organ transplant, risk management, and privacy. She also has over 11 years of experience in EMS as an EMT. Cassandra has earned her Master of Arts in Bioethics, Master

of Business Administration in Healthcare Management, and Bachelor of Science in Health Science from Stony Brook University.

## **When Patients Use AI: Rethinking Complaint Risk Management**

**Juliene Mitchell, MBA, MSOL, BSN, RN, CPHQ, CPPS, CPCHE**

Juliene Mitchell, MBA, MSOL, BSN, RN, CPHQ, CPPS, CPCHE, serves as Manager of Quality, Compliance, Risk, and Patient/Family Relations at Spaulding Rehabilitation Network (Mass General Brigham), where she leads regulatory readiness, grievance operations, enterprise risk mitigation, performance improvement strategy, and quality metric oversight across inpatient and outpatient care settings.

With extensive experience in patient safety, accreditation, and healthcare regulatory compliance, Juliene has directed system-level initiatives to strengthen complaint triage models, enhance documentation defensibility, and reduce organizational exposure to regulatory, reputational, and litigation risk. She partners with clinical, operational, and executive leaders to integrate CMS Conditions of Participation, Joint Commission standards, and state regulatory requirements into practical, sustainable workflows.

Juliene's work focuses on emerging risk trends at the intersection of artificial intelligence, patient advocacy, and healthcare operations. She brings a pragmatic, operations-driven lens to evolving challenges in complaint management, regulatory responsiveness, and defensible communication strategies in an increasingly AI-influenced environment.

**Damon Warnock MSN, RN**

Damon Warnock, MSN, RN is a Quality, Safety, and Compliance Specialist at Spaulding Hospital Cambridge with over 15 years of healthcare experience. A registered nurse by training, Damon has held progressive roles including Clinical Practice Leader and Clinical Nurse Educator, bringing frontline insight to patient safety and risk mitigation efforts. He partners with interdisciplinary teams to support quality improvement, regulatory compliance, and high-reliability practices. Damon holds a Master of Healthcare Innovation from Arizona State University.

## **Mitigating Risk in the Pediatric Neurodivergent and Autism Population**

**Sarah Nottage, RN, BSN**

Sarah Nottage is a registered nurse with extensive experience in risk management, quality improvement and regulatory management. Sarah has over 40 years of experience as a nurse, having worked in hospitals and community based programs. She has presented on risk management topics both regionally (NESHM) and nationally (American Psychiatric Nurses Association Annual Conference). She has been recognized with clinical and community awards for her work. She currently works for Brown Health and is the risk

manager for Bradley Hospital-the nations oldest children's behavioral health hospital. Sarah likes to approach life with a balanced, appropriate sense of humor.

## **Closing Session: Patient or Suspect? Navigating Risk in a Criminal Investigation**

**Ailish Wilkie, MS, CPHRM, CPPS**

Ailish has worked in the field of healthcare patient safety and risk management for nearly 25 years. She has held roles in various organizations including hospitals, ambulatory care settings, and within state government. She is the Director of Patient Safety & Risk Management for Beth Israel Lahey Health Primary Care, where she is working to build a comprehensive patient safety and risk program for nearly 100 primary care practices spanning 13 medical centers and hospitals.

Ailish has served on boards of many professional societies, including the Massachusetts Society for Healthcare Risk Management, where she is a past president. Her commitment to patient safety extends into the dental community; Ailish has been a member of the Massachusetts Board of Registration in Dentistry for the past 15 years. Ailish holds a master's degree in healthcare administration and a bachelor's degree from Northeastern University.